Interalia
Multi-Site Content Manager (iMCM)

v33 User Manual

interalia®

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iMCM User Manual

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CHAPTER 1 | *Introduction*

This chapter introduces the iMCM.

In This Chapter

- “The Interalia Multi-Site Content Manager”
- “iProMOHs”
- “The iMCM Server”
- “Workflow”

CHAPTER 1 | Introduction

The Interalia Multi-Site Content Manager

The Interalia Multi-Site Content Manager (iMCM) allows organizations with multiple locations to easily create and manage recorded announcements, music-on-hold, and overhead music and messaging.

Whether you are managing a single unit or large, multi-site installations, iMCM simplifies messaging and music across geography, time zones and demographics. The iMCM file management system allows managers to apply content and schedules to global, regional, or local playlists, eliminating the need to manually replicate schedules, music or messages for each location.

iMCM provides easy-to-use features:

- Time and date message/music scheduling capabilities
- Priority message scheduling
- Ability to copy and paste schedules, groups or entire configurations
- Update single, multiple or all iProMOHs from any location
- Intuitive folder structure similar to Microsoft Windows
- Secure web access used to update user-specific folders
- Flexible scheduling of iProMOH check-in/update times
- Configurable back-up schedule
- Activity logging and notifications
- Detailed schedule reporting
- Bulk audio uploads
- Bar code scanner compatibility for multiple iProMOH entries

iProMOH

The Interalia iProMOH is a music and message announcer specifically designed for music-on-hold, background music, and overhead paging applications. The iProMOH supports all popular audio file formats.

- Supports two independent output channels. So, for example, you can use one output channel for a public address system and the other for music-on-hold for a telephone line. You can have different music and messages on each channel.
- Accepts one input channel from an external licensed music feed.
- Communicates to iMCM via Network.

For more information on the iProMOH, see http://www.interalia.com/Support/support.php.

The iMCM Server

The iMCM Server contains three main components:

- The **Service Manager -** configures the Server and Services.
- The **Device Server -** communicates with the iProMOHs in the field.
- The **iMCM Web Server/iMCM Configuration Server -** acts as a web interface to create configurations for iProMOHs

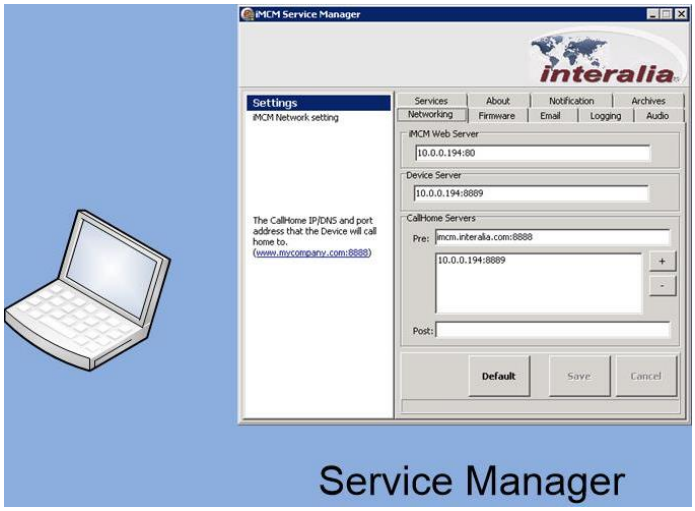
Utilizing a web interface, multiple users can remotely configure the system.

iProMOHs

Quick Start Overview

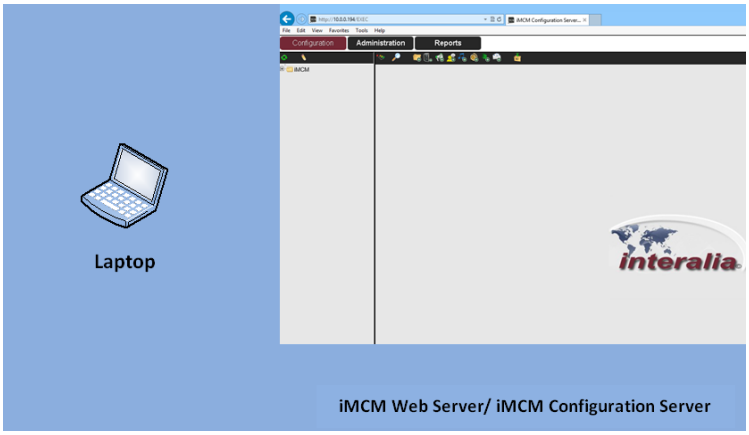
1. Install the iMCM software on the server or workstation. Configure the Service Manager.

   See Chapter 2, “Installing, Configuring, and Using the Service Manager”.



2. Open a web browser and open the iMCM Web Server/iMCM Configuration Server web page.

   See Chapter 3, “Introduction to the iMCM Web Server/iMCM Configuration Server”.

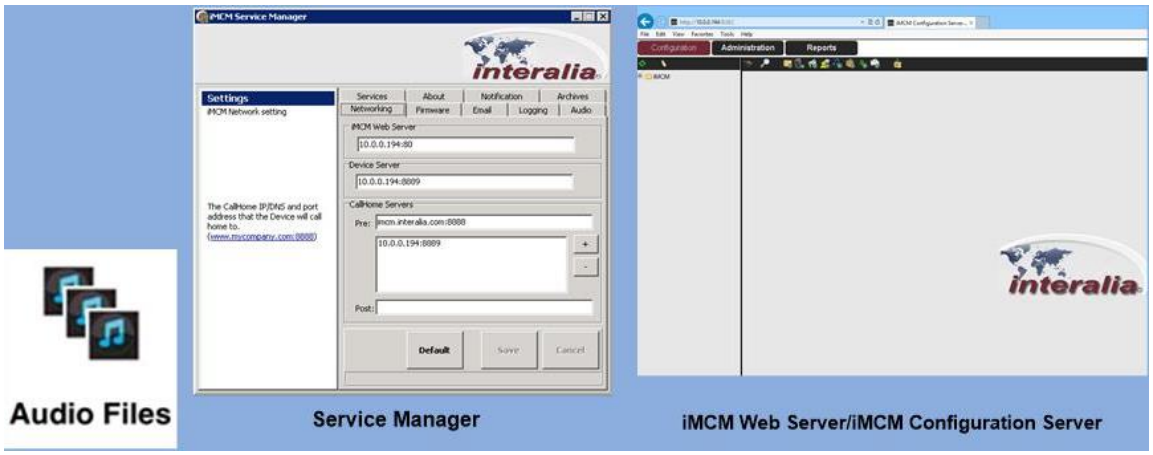


3. Set up the iProMOHs.

   See Chapter 4, “iProMOH Setup and Configuration”.

4. Use the Configuration Server to configure the iProMOHs.

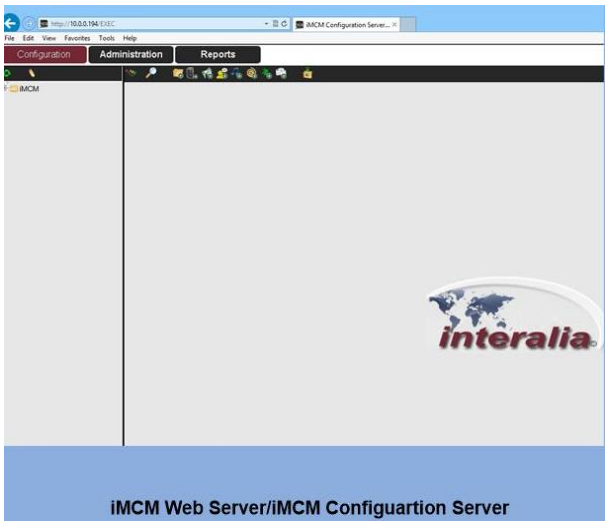
   See Chapter 4, “iProMOH Setup and Configuration”.



5. Upload audio files (using either the Service Manager or the Configuration Server).

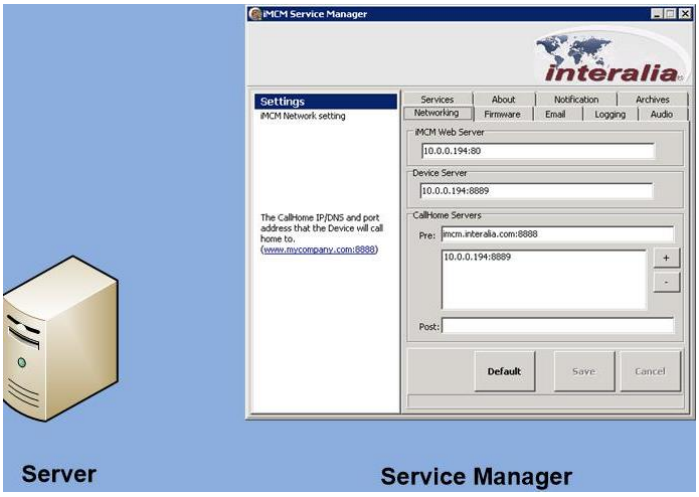
   See Chapter 5, “Uploading and Updating Media files”.

6. Use the iMCM Web Server/iMCM Configuration Server to:
   - Create schedules - Chapter 6, “Creating Schedules”
   - View Reports – Chapter 7, “Reports”
   - Configure notifications - Chapter 8, “Contacts and Notifications”.
   - Assign and manage login names and passwords. Create user accounts and user access rights if necessary. - Chapter 9, “Administration and User Accounts”.



CHAPTER 2 | *Installing, Configuring, and Using the Service Manager*

This chapter describes how to install, configure, and use the Service Manager.



In This Chapter

- "Obtaining the Software"
- "Installing the Software"
- "Launching the Service Manager"
- "Starting the Services"
- "Configuring Networking Settings"
- "Understanding IP Addresses"
- "Checking the Device Server"
- "Configuring Email Settings"
- "Viewing Information About The iMCM"
- "Further Information"

Obtaining the Software

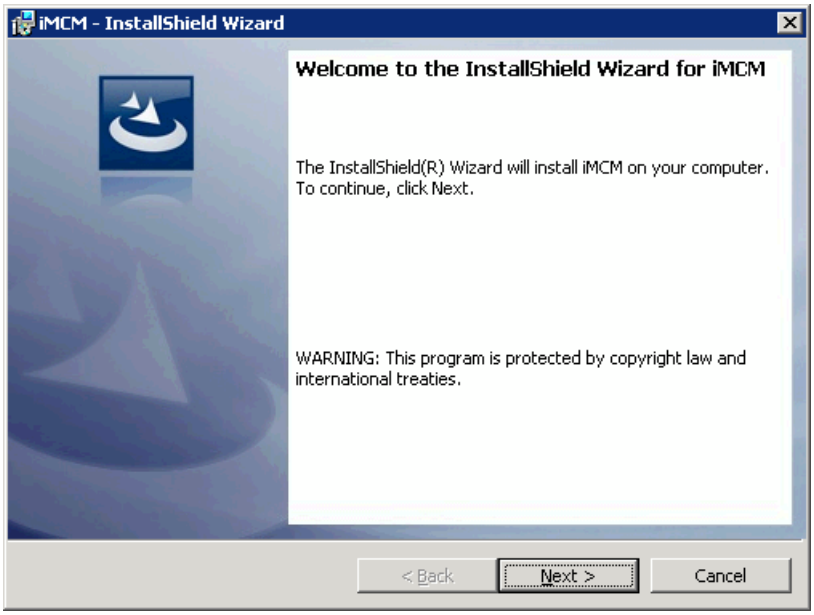
Please check and download latest updates from http://interalia.ipower.com

Installing the Software

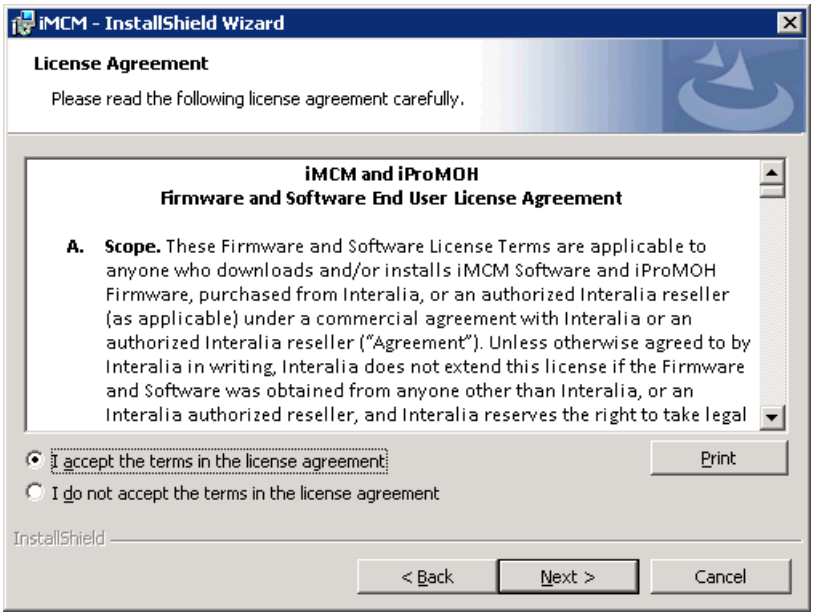
1. Run the setup program iMCM `V4.0.xx.xxxxx Setup.exe (Example:`

`)`

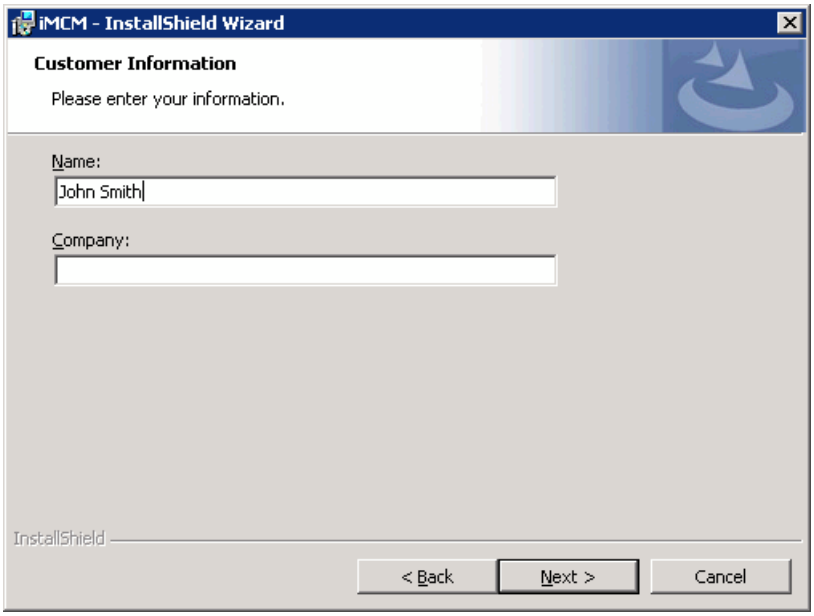
   (where *xx* is the version number).


iMCM - InstallShield Wizard
Welcome to the InstallShield Wizard for iMCM
The InstallShield(R) Wizard will install iMCM on your computer. To continue, click Next.
WARNING: This program is protected by copyright law and international treaties.
< Back
Next >
Cancel

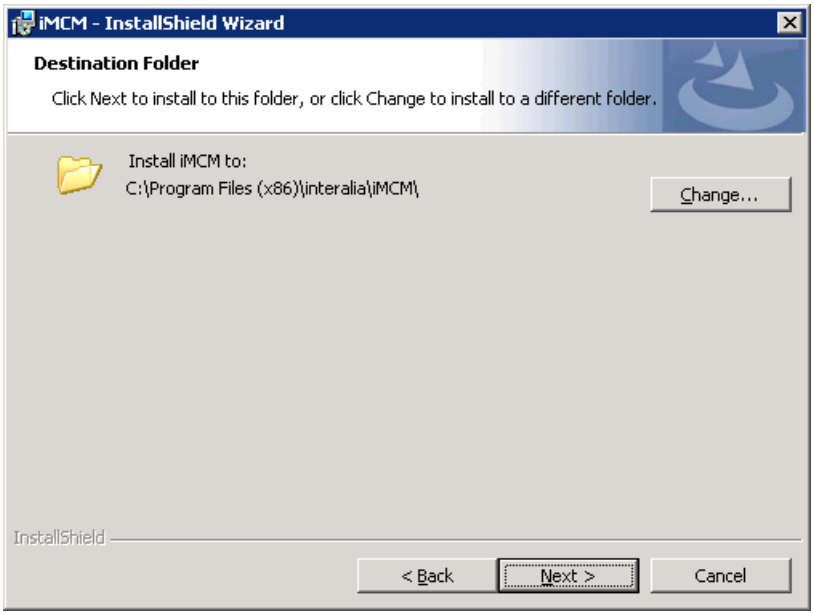
   a. Press **Next**.


iMCM - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
iMCM and iProMOH
Firmware and Software End User License Agreement
A. Scope. These Firmware and Software License Terms are applicable to anyone who downloads and/or installs iMCM Software and iProMOH Firmware, purchased from Interalia, or an authorized Interalia reseller (as applicable) under a commercial agreement with Interalia or an authorized Interalia reseller ("Agreement"). Unless otherwise agreed to by Interalia in writing, Interalia does not extend this license if the Firmware and Software was obtained from anyone other than Interalia, or an Interalia authorized reseller, and Interalia reserves the right to take legal
I accept the terms in the license agreement
I do not accept the terms in the license agreement
Print
InstallShield
< Back
Next >
Cancel

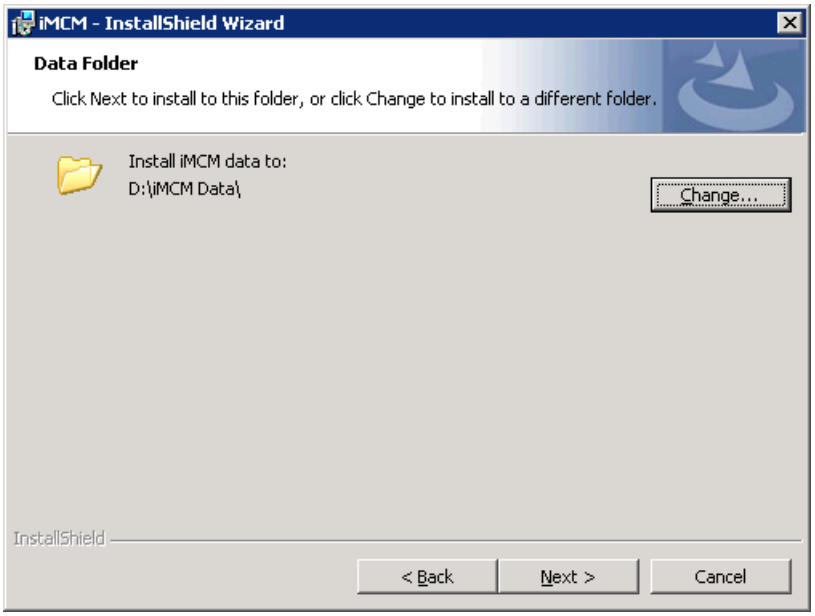
   b. Agree to the license agreement, and click **Next**.



c. Enter your name and organization. Click **Next**.



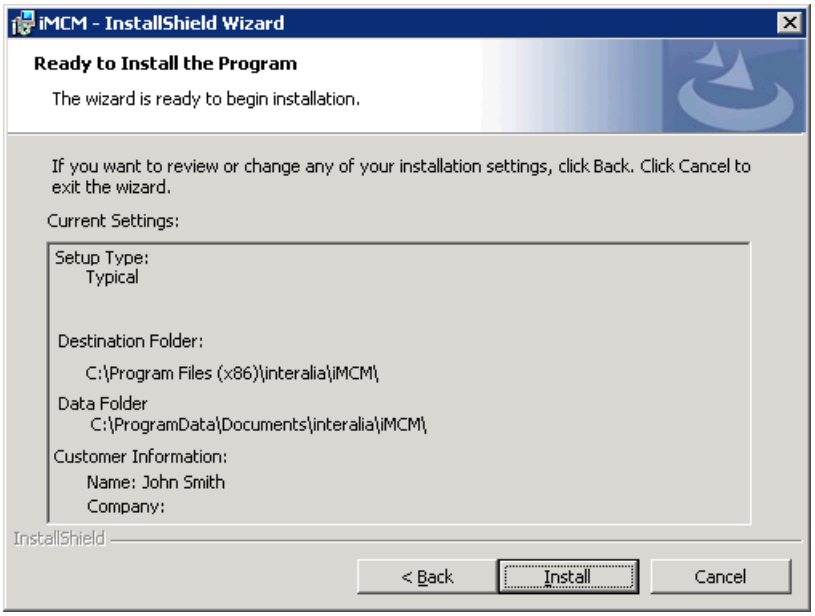
d. Optionally, change the destination folder. Click **Next**.



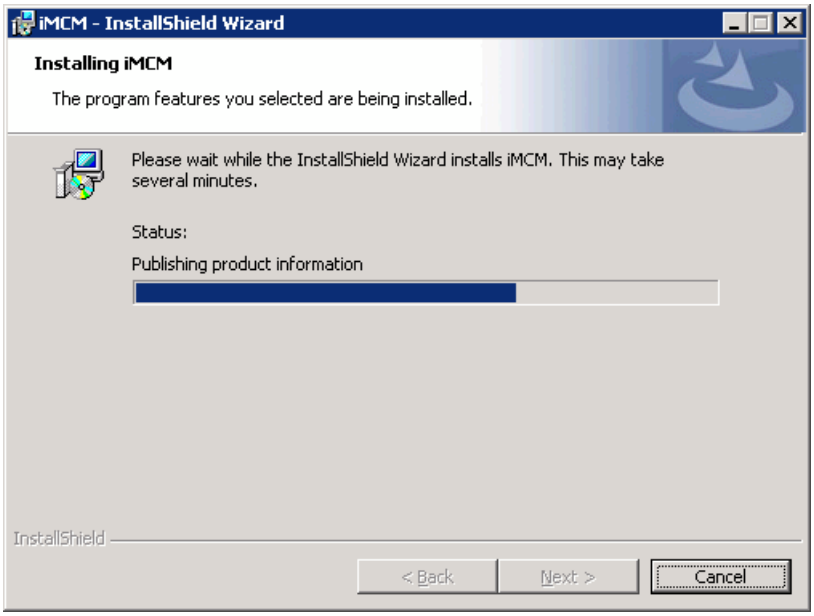
e. Choose **Typical** or **Custom**, and click **next**. (**Typical** Installation is the Default Installation Type – This has "1-Setup Example Folder" by default (It has some sample audio files and schedules.))

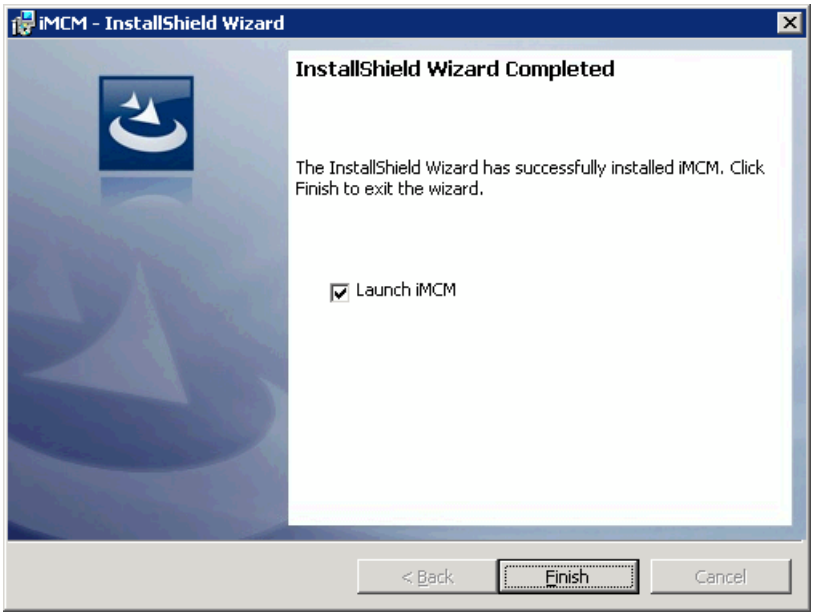
iMCM - InstallShield Wizard
Setup Type
Choose the setup type that best suits your needs.
Please select a setup type.
Typical
All program features will be installed. (Requires the most disk space.)
Custom
Choose which program features you want installed and where they will be installed. Recommended for advanced users.
InstallShield
< Back
Next >
Cancel

f. Review the settings and click **Install**.



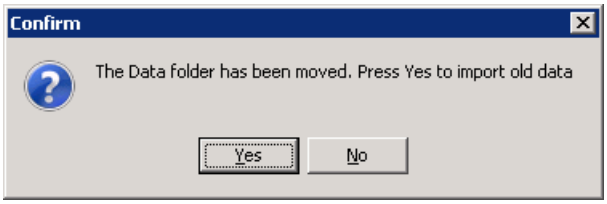
The installer will install the software.


iMCM - InstallShield Wizard
Installing iMCM
The program features you selected are being installed.
Please wait while the InstallShield Wizard installs iMCM. This may take several minutes.
Status:
Publishing product information
InstallShield
< Back
Next >
Cancel



i. By Default, the application is checked to automatically launch iMCM Service Manager. Click **Finish**.

If you do an upgrade of iMCM you may see the following message window. Select “YES” to import existing data.



Launching the iMCM Service Manager

The installation process creates an icon on the desktop called **iMCM Service Manager**.

Double-click that icon to open the Service Manager. (Or, choose **Start** > **Programs** > **Interalia** > **iMCM** > **iMCM Service Manager**.)

Services tab - Starting the Services

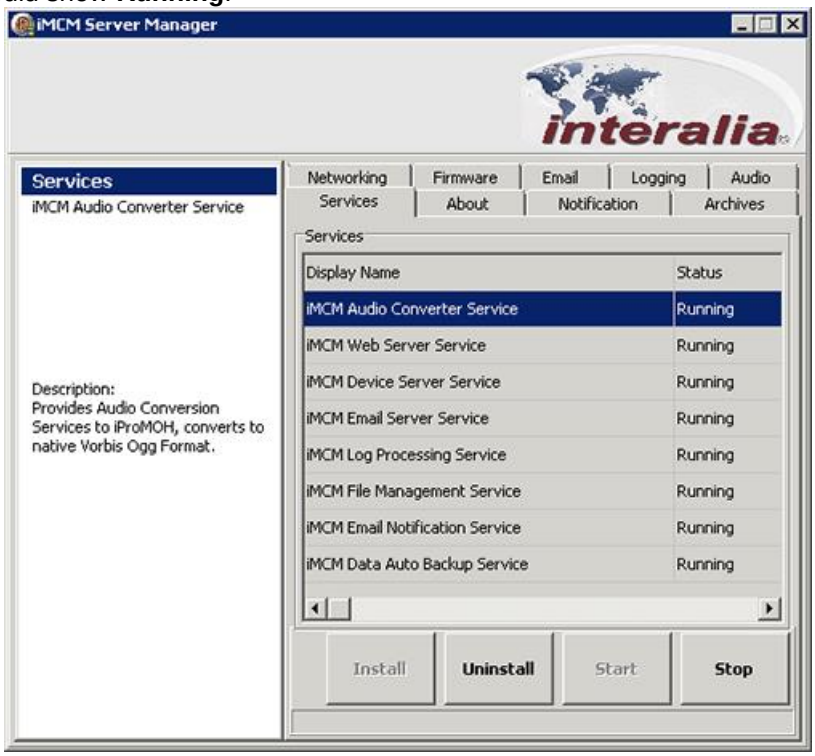
The iMCM uses the following services:

- **Audio Converter Service** — converts audio files to the format used internally.
- **Web Server Service** — runs the Configuration Server web client.
- **Device Server Service** — provides configuration services to connected iProMOHs.
- **Email Server Service** — provides outgoing email.
- **Log Processing Service** — processes the iMCM logs.
- **File Management Service** — provides integrity checking and cleanup services for the iMCM files.
- **Email Notification Service** — provides notification of iProMOH issues.
- **Data Auto Backup Service** — provides automatic backup of iMCM data.

To start the services:

1. In the Service Manager, start the iMCM services:
   a. Select the **Services** tab.
   b. For any service that shows **Uninstalled** in the **Status** column, click **Install**.
   c. For any service that shows **Stopped** in the **Status** column, click **Start**.

Now all services status should show **Running**.



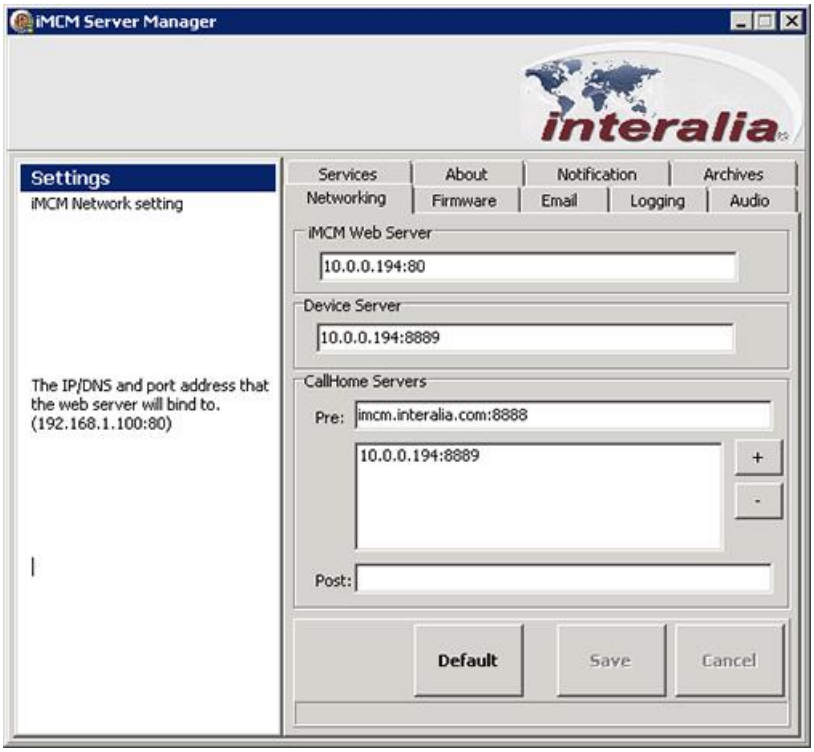
Note: To Install, Uninstall, Start or Stop all the services at the same time. Select **About** tab first and then Double click the image displayed on the **About** tab then go back to **Services** tab and select the Install, Uninstall, Start or Stop button

Notes *1) It is recommended that you leave all these services running.*
*2) If the address or port for the iMCM Web Server on the **Networking** tab is changed, the iMCM will prompt you to restart the Web Server Service.*
3) It is recommended to only uninstall and install the services on the advice of Interalia Technical Support.

Networking tab - Configuring Networking Settings

To configure the Networking settings:

1. In the Service Manager, select the **Networking** tab.



2. Configure the following settings.

   IP address and port numbers are populated from the PC that iMCM is installed on.

   For example, `10.0.0.194:80`

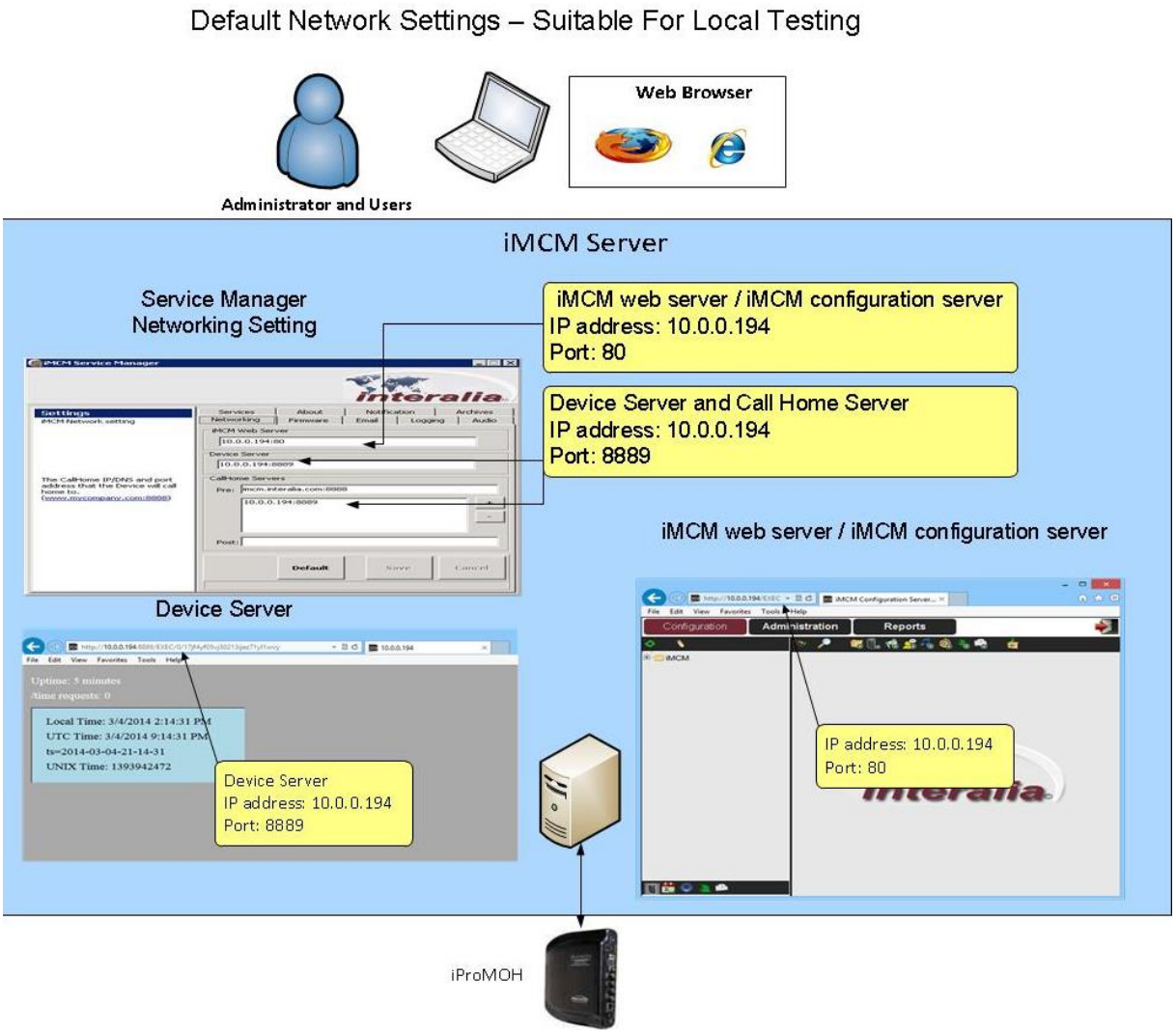
Setting	Function
iMCM Web Server	The IP address and port number of the Web Server. See “Understanding IP Addresses”
Device Server	The IP address and port number of the Device Server. See “Understanding IP Addresses”
CallHome Servers	The servers that the iProMOHs call home to. This address will be the same as the Device Server address for iProMOHs to call into that specific instance of iMCM. The IP address and port number of the server to call home to. See “Understanding IP Addresses” Normally, there should only be one address here. You can add multiple addresses if you need to re-route the iMCM to another iMCM server.
Pre CallHome server	The default initial address. Used for Interalia support purposes if required.
Post	There is no address configured by default. This is for future use.

3. Click **Save** to save the settings (or click **Cancel** to discard changes or **Default** to revert to the default settings).

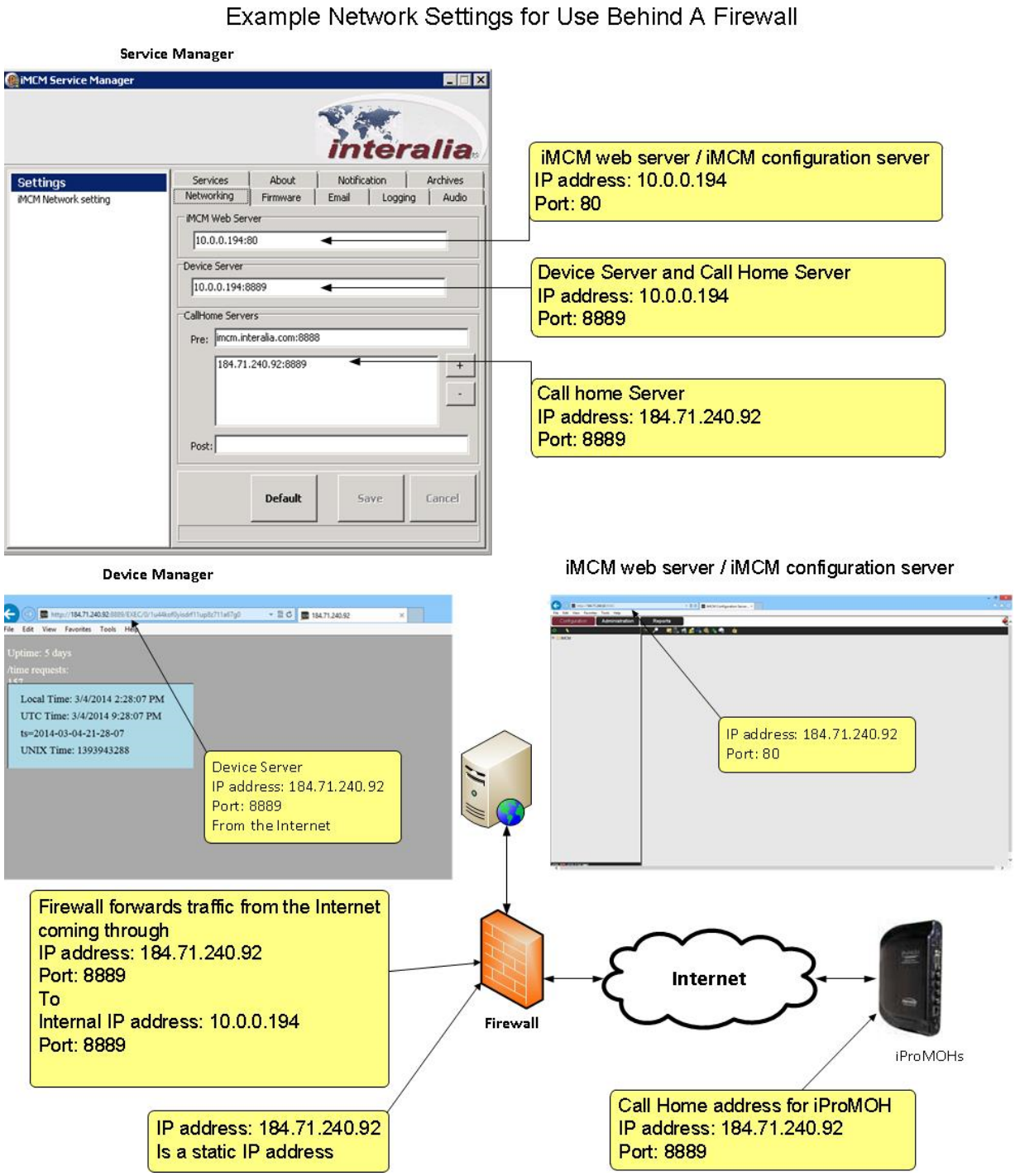
Understanding IP Addresses

The IP addresses and ports for the Web Server and Device Server can be any unused addresses and ports on your network.

The following is an example of network settings (the ones you get if you click Default). They are suitable for testing, where all components (including the iProMOHs) are on the same local network.



In general, the IP address for the Device Server must be a static address (so that the iProMOH can always use the same address to call home). Set up port forwarding on your firewall to forward that static address to the local address of the Device Server. The following diagram shows a case where the iProMOH is outside the firewall.



Checking the Device Server

To ensure that the Device Server is running:

- In a web browser outside the firewall, open the URL:

  `http://device_server:port`

  Where *device_server* and *port* are the IP address and port of the Device Server as entered in the Networking Settings.

  For example:

  http://184.71.240.92:8889

The web page shows the current status of the Device Server.

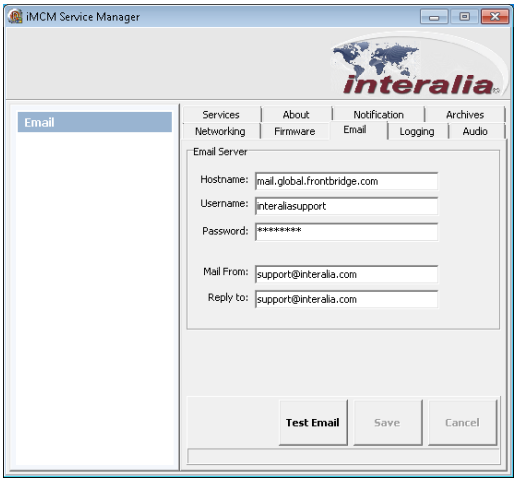
Email Tab - Configuring Email Settings

To configure the email settings:

1. Select the **Email** tab.
2. Configure the following settings:

Setting	Function
Hostname	The name of the mail server provided by your ISP provider. (eg. mail.server.com)
Username	The username for the email account if required by your ISP mail provider. Leave blank if not required by your mail provider.
Password	The password for the email account if required by your ISP mail provider. Leave blank if not required by your mail provider.
Mail From	The email address that the email will be sent from.
Reply To	The email address that any replies to the emails should be sent to.

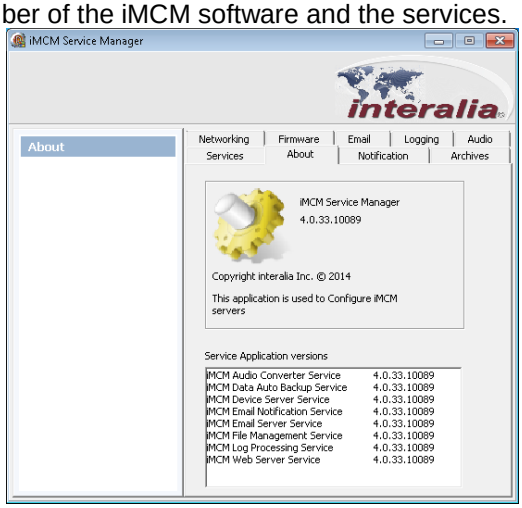
3. Click **Save** to save the settings, **Cancel** to discard changes, or **Default** to revert to the default settings.
4. Click **Test Email** to check the configured email settings working or not.



About tab - Viewing Information About The iMCM

To view information about the iMCM:

1. Select the **About** tab.
2. This screen shows the version number of the iMCM software and the services.



Further Information

Note *For information about other configurations that can be done in the Service manager, see:*
Audio Tab - *Chapter 5, "Uploading and Updating Media files"*
Notification Tab - *Chapter 8, "Contacts and Notifications"*
Archives Tab - *Chapter 10, "Archiving and Logging"*
Logging Tab - *Chapter 10, "Archiving and Logging"*
Firmware Tab - *Chapter 11, "Updates"*

CHAPTER 3 | *Introduction to the iMCM Web Server/iMCM Configuration Server*

This chapter provides an introduction to the iMCM Web Server/iMCM Configuration Server.

In This Chapter

- "Launching the "iMCM Web Server/iMCM Configuration Server"
- "The Tab Bar"
- "Using the Configuration Tab"
  - "Creating New Folders"
  - "Cutting, Copying, Pasting, and Deleting Items"
  - "Searching"
- "More Information"

Launching the iMCM Web Server/iMCM Configuration Server

To access the iMCM Web Server/iMCM Configuration Server:

- Launch a web browser and open the following URL:

  `http://IP address:port`

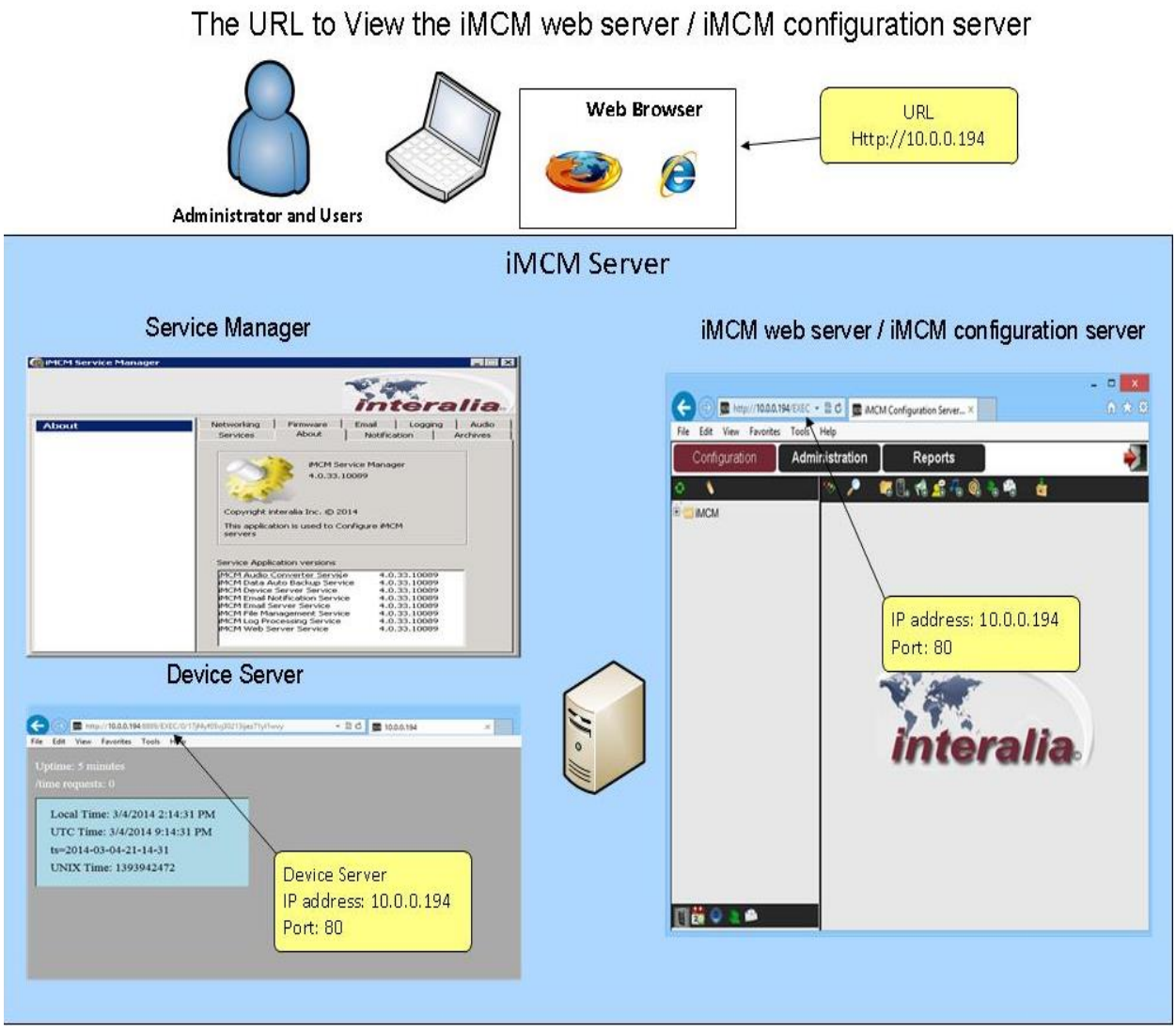
  Where *`IP address and Port number`* are the iMCM Web Server's IP address and port number from the Networking tab in the iMCM Service Manager.
  By default, the Port number is 80, this is the default port number for a Web Server. So if the iMCM Web Server's port number is not changed from 80, then just enter the IP address on the browser.

  For example:
  http://10.0.0.194

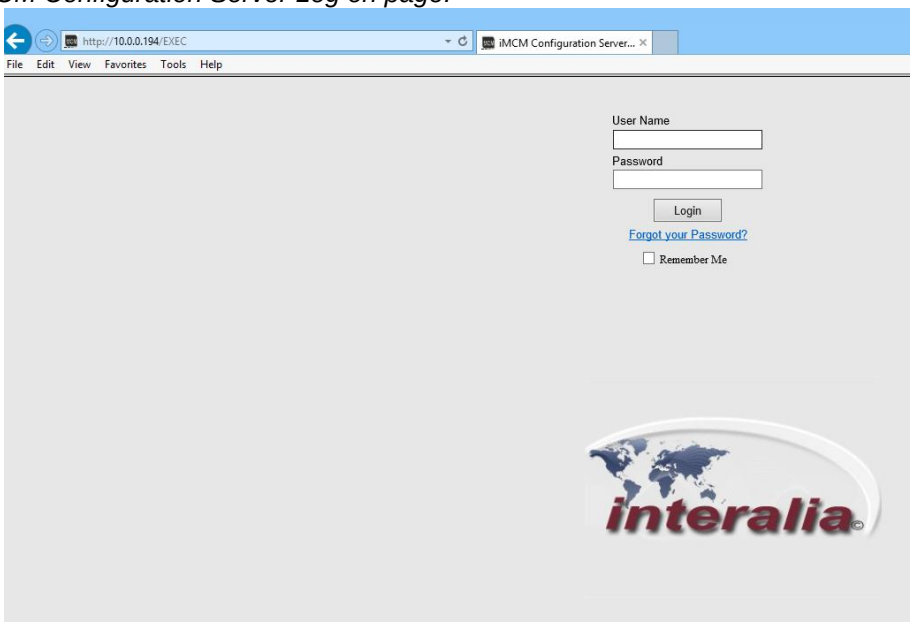
  If the iMCM Web Server's port number is different than 80, then enter both the IP address and the port number on the browser.

  For example:
  http://10.0.0.194:8888

For more information on IP addresses and ports, see "Configuring Networking Settings" on Chapter 2. See also Appendix C, "Summary of IP Addresses".


The URL to View the iMCM web server / iMCM configuration server
Administrator and Users
Web Browser
URL
Http://10.0.0.194
iMCM Server
Service Manager
iMCM web server / iMCM configuration server
Device Server
Local Time: 3/4/2014 2:14:31 PM
UTC Time: 3/4/2014 9:14:31 PM
ts=2014-03-04-21-14-31
UNIX Time: 1393942472
Device Server
IP address: 10.0.0.194
Port: 80
IP address: 10.0.0.194
Port: 80

iMCM Web Server/iMCM Configuration Server Log on page:



Success Checkpoint

If you see the above login screenshot for the iMCM Web Server/iMCM Configuration Server, then the network configuration is correct. If you don't see the login screenshot, recheck your firewall and network settings.

Enter User name and password (By default both are "admin") to log into the iMCM Web Server/iMCM Configuration Server. You will see the following page.

The Tab Bar

The iMCM Web Server/iMCM Configuration Server has three tabs:

- **Configuration** — to configure music, messages, iProMOHs, and schedules.

  See "Using the Configuration Tab".

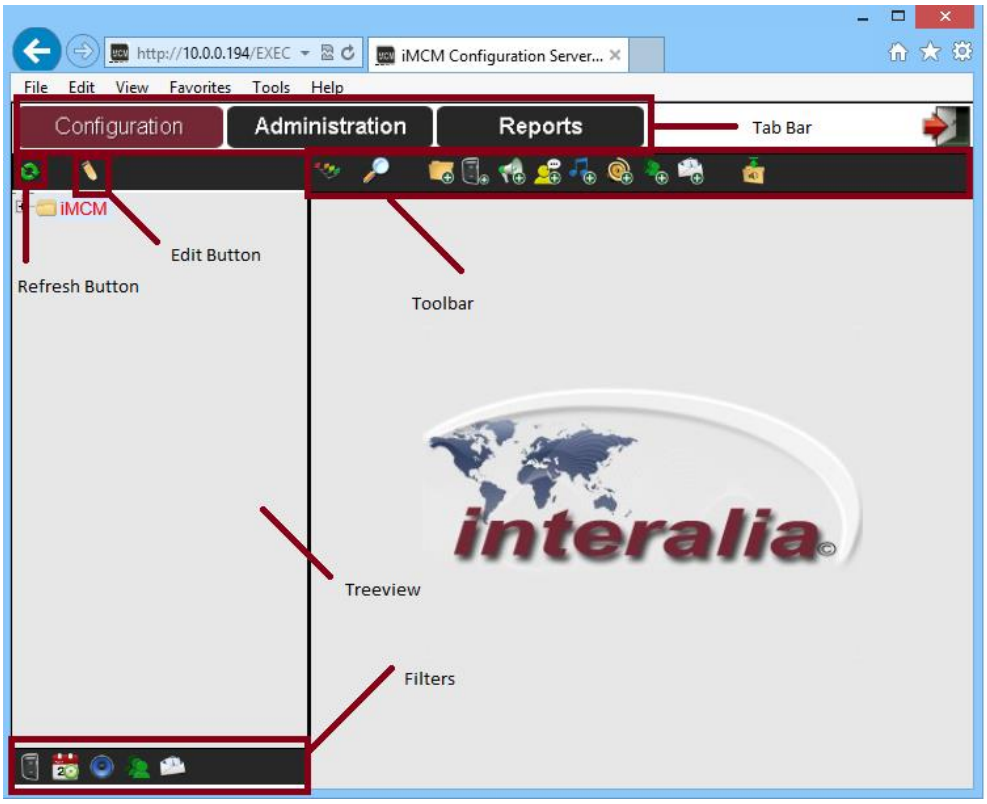
- **Administration** — to add, remove, and modify user accounts who uses iMCM Web

  Server/iMCM Configuration Server. See Chapter 9, "Administration and User Accounts".

- **Reports** — to view reports about iProMOH check-ins, schedules, logs, and user activity on the iMCM Web Server/iMCM Configuration Server.

  See Chapter 7, "Reports".

Using the Configuration Tab



Refresh Button

This button refreshes the treeview.

Edit Button

This button enables you to copy, paste and delete items in the treeview.

For more information, see “Cutting, Copying, Pasting, and Deleting Items”

Toolbar

The toolbar provides the main functions.

Button	Function
	Toggles visibility of the treeview.
	Searches for folders, iProMOHs, schedules, audio files, or contacts. See “Searching” on page 26.

Button	Function
	Creates a new folder in the treeview. See “Creating New Folders”.
	Configures a new iProMOH. See Chapter 4, “iProMOH Setup and Configuration”.
	Creates a new priority message schedule. See Chapter 6, “Creating Schedules”.
	Creates a new message schedule. See Chapter 6, “Creating Schedules”.
	Creates a new music schedule. See Chapter 6, “Creating Schedules”.
	Creates a new external music schedule. See Chapter 6, “Creating Schedules”.
	Creates a new contacts list. See Chapter 8, “Contacts and Notifications”.
	Creates a new notification. See Chapter 8, “Contacts and Notifications”.
	Uploads audio files. See Chapter 5, “Uploading and Updating Media files”.

View Filters

The view filter buttons show or hide classes of items in the tree view. For example, if you have a lot of audio files you may wish to use the Audio Filter button to hide them when you are not working with them.

Filter Button	View/Hide
	iProMOHs
	schedules
	audio files (music and messages)
	contacts
	notifications

Creating New Folders

Folders are used to set up configurations. iProMOHs, audio files and schedules can be assigned into a folder.

Sub-folders can be created for additional configurations within a parent folder.

Settings (eg. time zone, check in interval) on the folders will be applied to sub-folders by default unless otherwise programed.

To create a New Folder in the treeview:

1. Click the **New Folder** button .

2. Configure the following information:
   - **Display Name** — name that will be shown in the treeview.
   - **Description** — optional description.
   - **iProMOH Defaults** — Default settings for all the iProMOHs in this folder. (These defaults can be overridden. See Chapter 4, " iProMOH Setup and Configuration".)
     - **CallHome Server** — IP address and port of the server to call home. See "Understanding IP Addresses" on Chapter 2. See also Appendix C, "Summary of IP Addresses".
     - **Time Zone** — time zone for the iProMOH. This time is used for all schedules run by this iProMOH.
     - **Stale Date** — date when this iProMOH should stop serving messages and music.
     - **Check In Interval** — how often the iProMOH should check in with the CallHome server. (By Default - 24 hours)
   - **Firmware** — Choose **Inherit (Locked)** or **Lock**. (By Default – Lock)

     If the firmware settings are set to **Inherit (xxxx)**, then the iProMOH will inherit the firmware settings set at a parent level folder. This provides an easy way to propagate the firmware settings to a large number of iProMOHs.

     If the firmware is set to **Lock or Inherit (Locked)** then the firmware on the iProMOH will not be updated during Check in.

     For more information on updating firmware, see Chapter 11, "Updates".

Note *Check our Secure FTP site for latest firmware release*

     For more information about updating the firmware, see "Uploading New iProMOH Firmware" on Chapter 11.
   - **Maintenance Cycle** — maintenance cycle restarts the iProMOH on a regular basis.
     Choose **None (By Default)**, **Nightly**, **Weekly**, or **Monthly**.
     - **Nightly** restarts the iProMOH once a night, between 1am and 6am.
     - **Weekly** restarts the iProMOH once on Sunday, between 1am and 6am.
     - **Monthly** restarts the iProMOH at the end of the monthly between 1am and 6am.

3. Optionally to save time and change multiple iProMOHs simultaneously, Select the Propagate button to the right of the setting to propagate the changes to all sub folders and to all iProMOHs within those folders.

   The following Settings can be propagated:

   - Call Home Server
   - Time Zone
   - Stale Date
   - Check In Interval

4. Click the **Save** button to save the configuration or the **Reload** button to refresh the screen.
5. Click the **Close** button to close the page.

Inheritance

When you create a subfolder below another folder in the tree view, the subfolder inherits all the items from the parent folders. For example, when you create a Message/Music schedule in a subfolder, it has access to all the Message/Music files in all the parent folders. This lets you keep common items in one place and reuse them.

This also means that an iProMOH in a subfolder will play all the Message schedules in the subfolder and all the Message schedules in all parent folders (unless the schedules have exactly the same name, in which case it will play the copy that is lowest in the tree). This lets you define general schedules at a higher level and override them or supplement as necessary for specific locations.

Note: When you create a Message/Music schedule in subfolder, it has access to all the Message/Music files in all the parent folders as well as in its own sub folders.

For an example, see Chapter 6, “Creating Schedules”

Cutting, Copying, Pasting, and Deleting Items

When the Edit button is pressed, checkboxes appear beside all the items in the treeview and cut, copy, paste, and delete buttons appear to operate on the checked items.

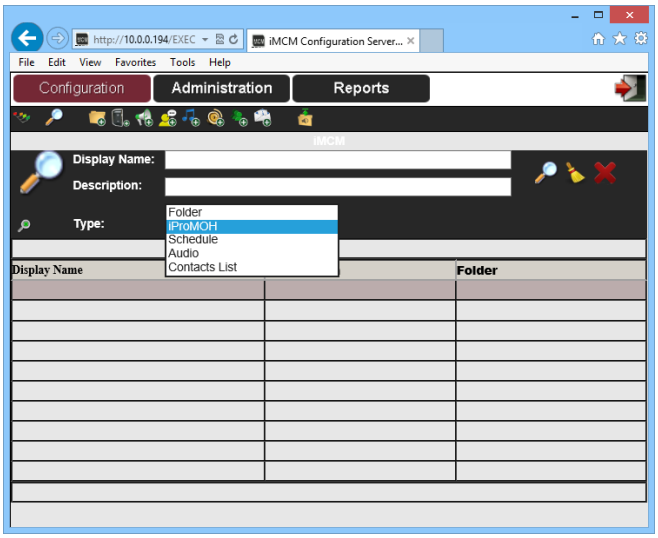
Button	Function
	Toggles visibility of the edit buttons.
	Cuts checked item(s).
	Copies checked item(s).
	Pastes checked item(s).
	Deletes checked item(s).

- You can copy a complete folder and duplicate it elsewhere in the tree. This copies all the items inside it (audio files, schedules, iProMOHs, and subfolders).
- If you *copy* and paste an iProMOH, the copied iProMOH will have a blank MAC address. This is because these addresses must be unique.
- If you *cut* and paste an iProMOH, the pasted iProMOH will keep the same MAC address. This is because cut and paste just moves the iProMOH from one location to another in the tree.

Searching

To search for items in the iMCM Web Server/iMCM Configuration Server:

1. Press the **Search** button in the main toolbar .
2. In the **Type** dropdown menu, choose what to search for:
   - Folder
   - iProMOH
   - Schedule
   - Audio
   - Contacts List
3. Enter the text to search for in the **Display Name** and/or **Description** fields.
4. Click the Search button beside the Type dropdown menu.



5. To go to an item, select the item in the results list and press the **View/Edit Selected** button above the results list.
6. Optionally, click the **Clear** button (beside the Type dropdown menu) to clear the search terms.
7. Click the **Close** button (beside the Type dropdown menu) to close the search page.

More Information

More information about the iMCM Web Server/iMCM Configuration Server can be found in these chapters:

- Chapter 4, “iProMOH Setup and Configuration”.
- Chapter 5, “Uploading and Updating Media files”.
- Chapter 6, “Creating Schedules”.
- Chapter 7, “Reports”.
- Chapter 8, “Contacts and Notifications”.

CHAPTER 4 | *iProMOH Setup and Configuration*

This section describes iProMOH Setup and Configuration:

In This Chapter

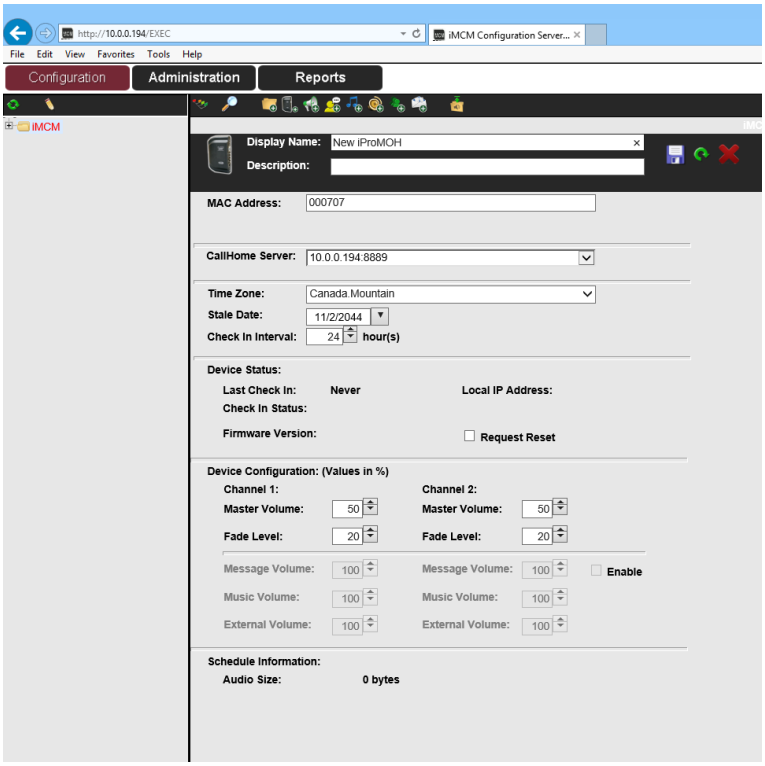
- “Adding iProMOH information and Setting up Call Home Server address on the iMCM Web Server/iMCM Configuration Server”
- “Configuring Call Home Server on the iProMOH via Installer Website Application”
- “iProMOH Checks in and Call Home Success

Adding iProMOH information and Setting up Call Home Server address on the iMCM Web Server/iMCM Configuration Server

To configure new iProMOH information:

1. In the treeview, select the folder where you want the iProMOH to be placed.
2. Click the **New iProMOH** button in the toolbar .

After selecting the “New iProMOH” button in the toolbar, the following page will be displayed:



3. Configure the following information:
   - **Display Name** — name for the iProMOH as it will appear in the treeview.
   - **Description** — optional description, which will display as a “mouse-over” or hint in the treeview.
   - **MAC Address** — 12-character MAC address of the iProMOH. You can find this on the back of the iProMOH.

     For example: `000707005155`.

     (All iProMOH MAC addresses start with: `000707`.)

Note *It is very important to enter the correct MAC address as it is the unique identifier of the physical unit on the iMCM.*

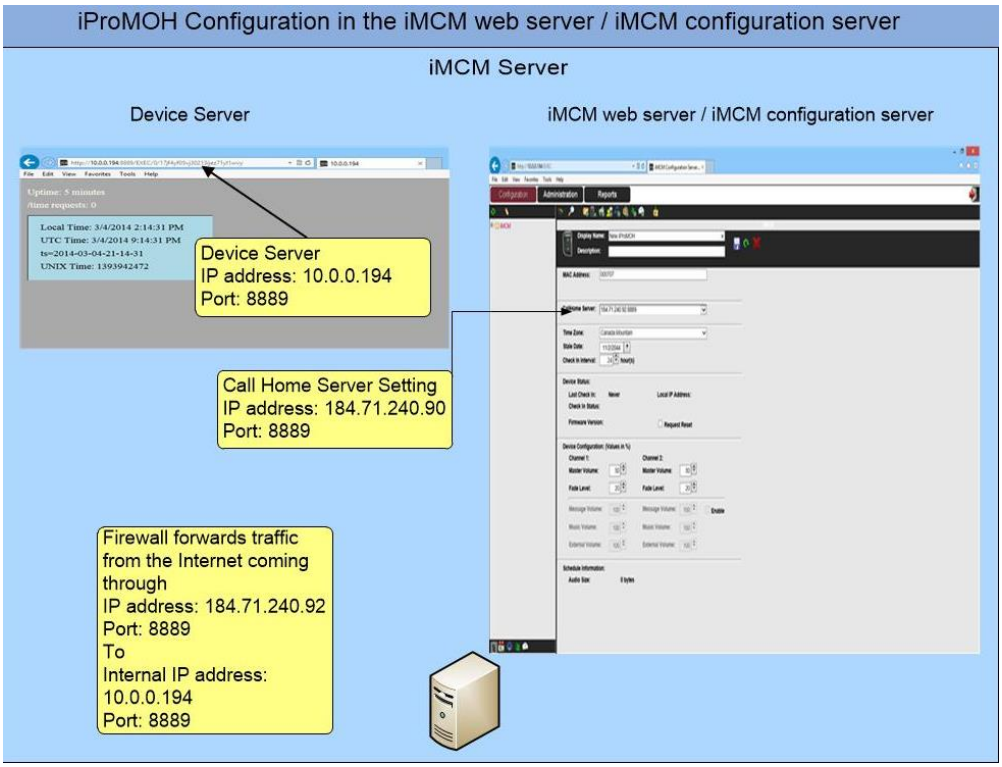
You must correctly setup the CallHome Server IP address to allow the iProMOH to communicate with the iMCM Server.

- **CallHome Server**

  Every iProMOH regularly “calls home” to check in with its iMCM Server. (How often it should call home can be configured through the iMCM Web Server/iMCM Configuration Server) When the iProMOH calls home, it downloads updates for the audio files and schedules.
  (An iProMOH can also be forced to call home by depressing the twin volume buttons simultaneously. This is typically used by the installer to immediately download the configuration.)

  The CallHome Server IP address must match the address entered for the CallHome Server entered in the Network settings on the Service Manager. See “Understanding IP Addresses” on Chapter 2.

  You can either select the IP address/port number, or choose Inherit, in which case the setting will be taken from the parent folder.



Time Zone — the time zone used by the iProMOH.

The deployed iProMOH and the iMCM Server may be located in different time zones. The times used in the schedules are based on the iProMOH local time.

Note *The iProMOH automatically changes its time to account for Daylight Savings Time.*

- **Stale Date** — The date when this iProMOH should stop playing Audio. This can be used to enforce contractual agreements with customers. You can be notified when the stale date is approaching.

- **Check In Interval (By default – 24 Hours)** — the interval (in hours) when the iProMOH should contact the Service Manager to get new information (schedules, audio files, etc.). You can be notified if the iProMOH misses a check in.

4. **Device Status** section - If instructed by Interalia support, select **Request Reset** to restart the iProMOH the next time it checks in. (It only does so once. After the iProMOH is restarted, the Request Reset checkbox is automatically cleared.)
5. Configure the **Device Configuration** section.
   - **Master Volume** sets the volume output for each channel of the iProMOH. (The volume can also be set locally with the volume keys on back of the iProMOH.)
   - **Fade Level** sets how low the background music fades down so that messages can play over top of it. (By Default 20%)
     - **Message Volume** - volume level of the Message
     - **Music Volume** - volume level of the Music
     - **External Music Volume** - volume level of the external audio

Note: By default, access to these volume buttons is disabled. After the iProMOH first check in, the enable check box will be available to enable these parameters.

6. Click the **Save** button to save the configuration or the **Reload** button to refresh the screen.
7. Click the **Close** button to close the page.

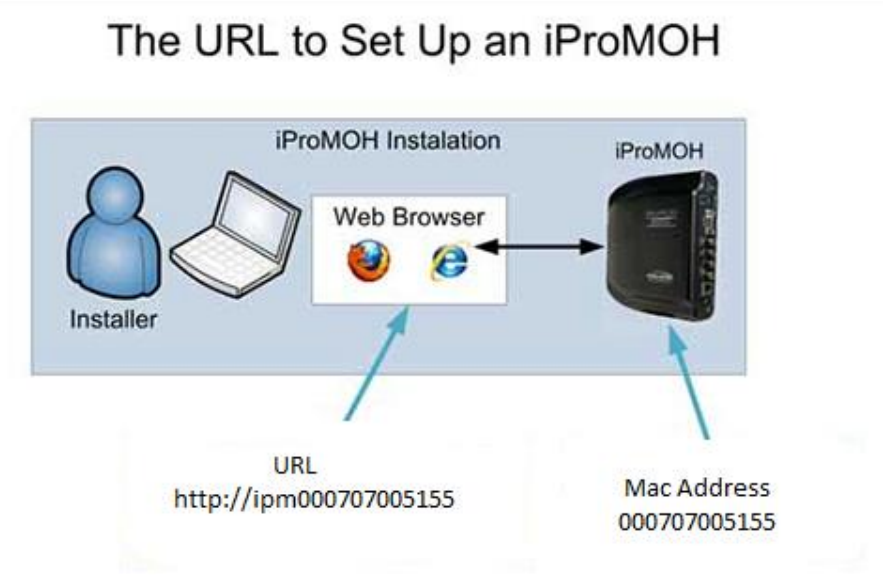
Configuring Call Home Server address on iProMOH via Installer Website Application:

1. In a web browser, open the URL

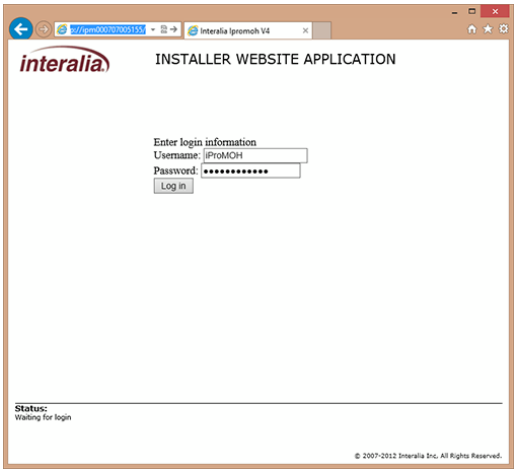
   http://ipm<Mac address> or http://<iProMOH's IP address>

   Where *MACADRESS* is the MAC address of the iProMOH. For example: http://ipm000707005155.
   Where `iProMOH's IP address` is the IP address of the iProMOH. For example: `http://10.0.0.122`.

Note *The host Name URL may not work on all network configurations. If this is the case use the IP address of the iProMOH.*



The following Installer Website Application appears.



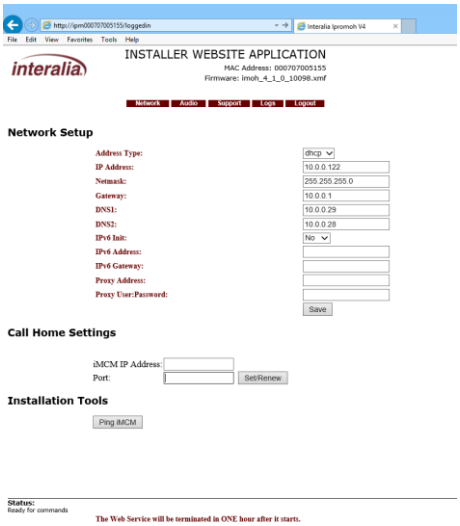
Note *The Installer Website Application is only available for one hour after the iProMOH is powered on. If you have waited longer than one hour, simply power-cycle the iProMOH.*

2. For the username, enter **iProMOH**.
3. For the password, enter the iProMOH's 12-character MAC address. (This can be found on the back of the iProMOH.) For example: `000707005155`.

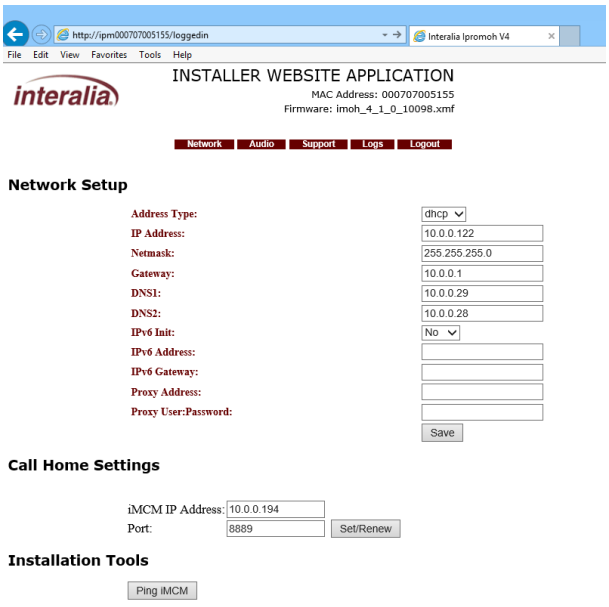
Note *Letters in the MAC address must be entered in **uppercase**.*

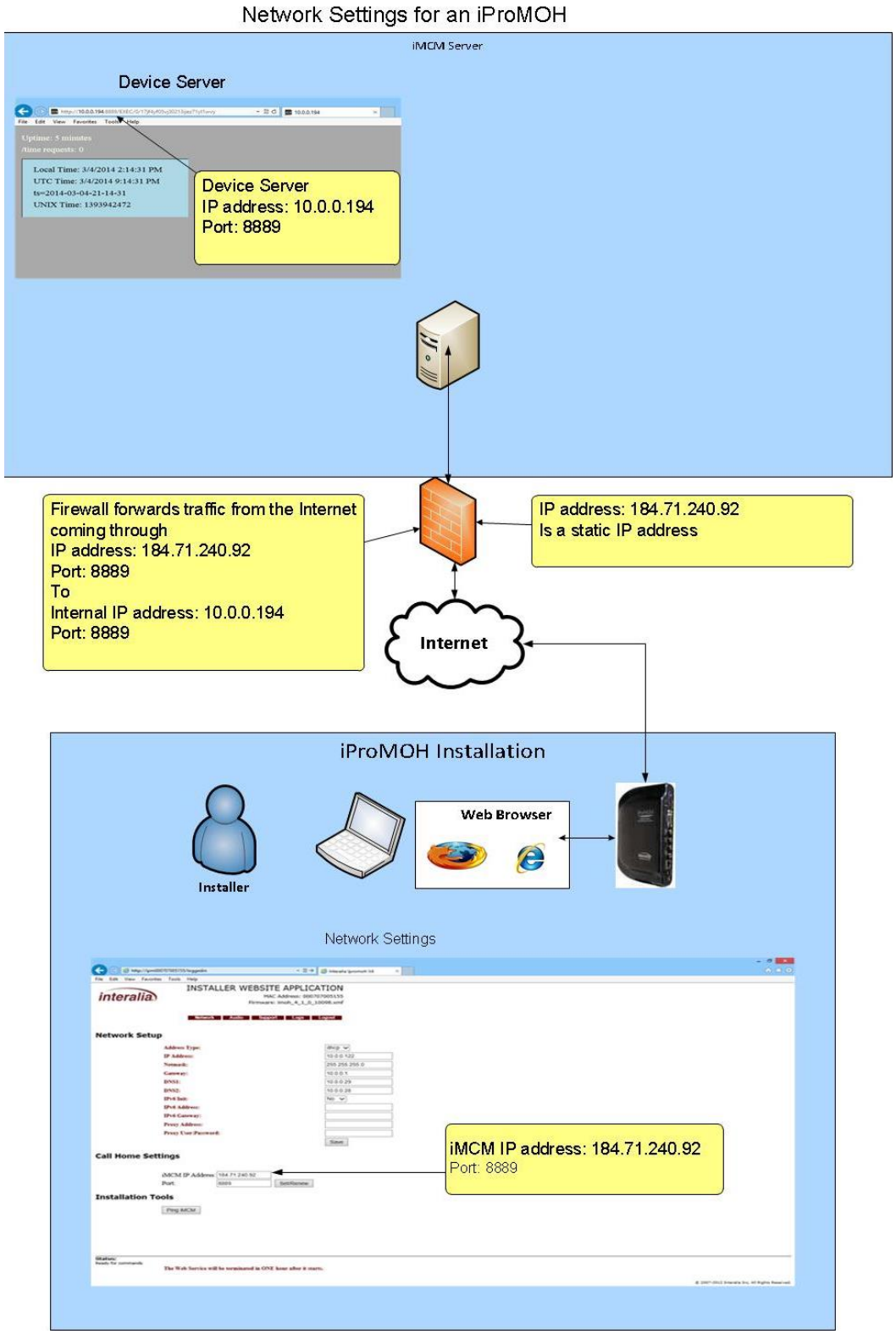
4. Click **Login**.

   The network configuration page appears.



5. Configure the Network Setup settings.
   - **Address Type** — choose how the iProMOH obtains its IP address.
   - **IP Address** — IP address of the iProMOH.
   - **Netmask** — subnet mask.
   - **Gateway** — gateway for this iProMOH.
   - **DNS1** — primary domain name server.
   - **DNS2** — secondary domain server.
   - **IPv6 Init** — enables the IPv6 scheme.
   - **IPv6 Address** — IP address for the IPv6 scheme.
   - **IPv6 Gateway** — gateway for the IPv6 scheme.
   - **Proxy Address** — IP address of the proxy, if used.
   - **Proxy User: Password** — username and password for the proxy, if used.
6. **Call Home Settings:**
   Set the iMCM IP address and Port to the IP address and port number of the Device Server. This must match the Settings in the iMCM Web Server/iMCM Configuration Server; see “Understanding IP Addresses” on Chapter 2.

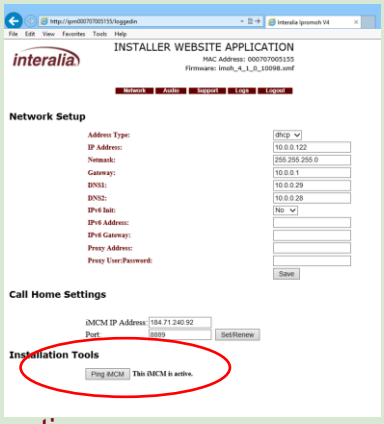




7. Click **Set/Renew**.
8. To check the communication, select Ping iMCM button. If it says “This iMCM is Active” then the communication between iProMOH and iMCM working properly.

Success Checkpoint

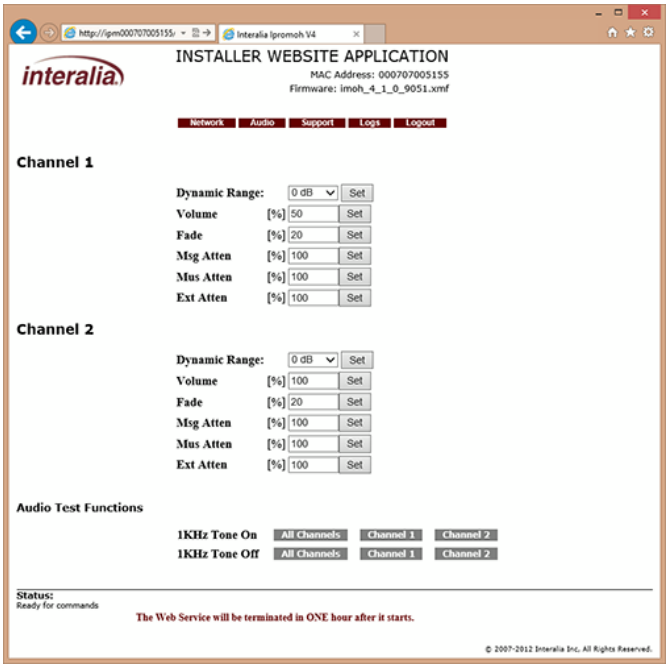
When you click Ping iMCM, you should see **This iMCM is active**. This confirms that the iProMOH can successfully contact the iMCM Server.



Troubleshooting

If you cannot set up the iProMOH through the web interface, see Appendix B, “Other Ways to Locate iProMOHs” for alternate methods.

9. The audio parameters can be set in the Installer Website Application by clicking the Audio button or via iMCM Web Server/iMCM Configuration Server



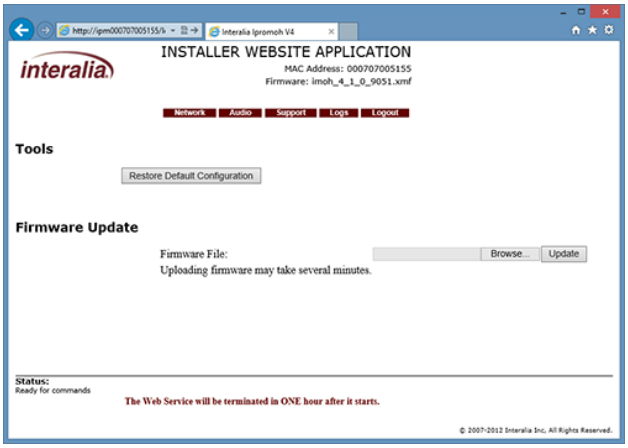
10. For each channel, choose the following settings.
    - **Dynamic Range -** adjusts the peak-to-peak signal strength of the overall output. Different end units may be more sensitive than others and require a smaller dynamic range. If the dynamic range is too large, the audio output may be distorted.
    - **Volume -** sets the volume output for each channel of the iProMOH. (The volume can also be set locally with the volume keys on back of the iProMOH.)
    - **Fade –** sets volume level for the music when the messages are playing. (By Default - 20%).
    - **Attenuation Parameters**:
        - **Msg Atten** - Message Attenuation - volume level of the Message
        - **Mus Atten** - Music Attenuation - volume level of the Music
        - **Ext Atten** - External Music Attenuation - volume level of the External Music

11. Optionally attach speakers (Not provided) to the **Audio Out** connections on the back of the iProMOH, and use the **Audio Test Function** buttons on the web page to play a tone.

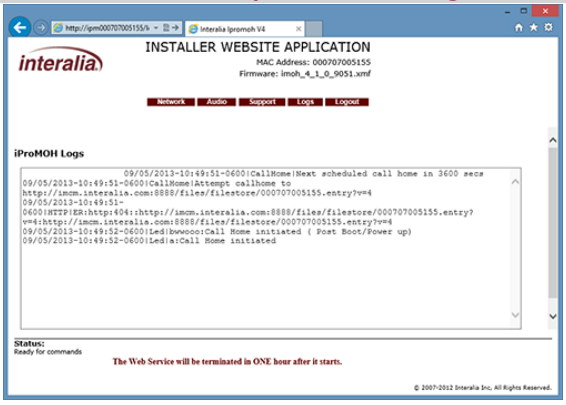
Success Checkpoint

You should hear the tones playing over the speakers connected to the iProMOH. This checks that the iProMOH will correctly play the sounds sent to it.

12. Optionally, click the **Support** button to:
    - **Restore Default Configuration** (This will delete the entire Configuration from the iProMOH)
    - **Update** the **iProMOH firmware** (Update can also be done by the iMCM Web Server/iMCM Configuration Server)



13. The **Logs** screen is intended to use by Interalia Technical Support.



14. When you are finished, click **Logout**.

iProMOH LED Status

The status LED on the back of the iProMOH indicates the current activity of the iProMOH.

Status LED	Indicates
Flashing Green	Normal Operation
Flashing Green and Amber	Upload/Download Activity & admin connection
Solid Red	Error Condition. A reboot is required.
Solid Green	Firmware updates / Start up

iProMOH checks in and CallHome Success:

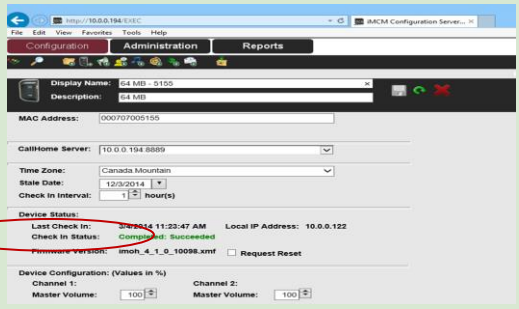
You have completed adding your iProMOH on the iMCM Web Server/iMCM Configuration Server and have configured the CallHome Server address on the iProMOH unit as well.

It may take few minutes before the iProMOH first checks in.

To see the successful call home immediately. Press both volume buttons (~2 sec) on the iProMOH simultaneously. This will initiate the call home. Now you will be able to see the status message on the iProMOH page on the iMCM Web Server/iMCM Configuration Server.

Success Checkpoint

You must log in to iMCM Web Server/iMCM Configuration Server to confirm that the iProMOH successfully checks in. This confirms that the iProMOH can communicate with the iMCM Server.



CHAPTER 5 | *Uploading and Updating Media files*

The Service Manager is the best method to use when you have a large number of files to upload. The Configuration Server is convenient when you only want to upload a few files.

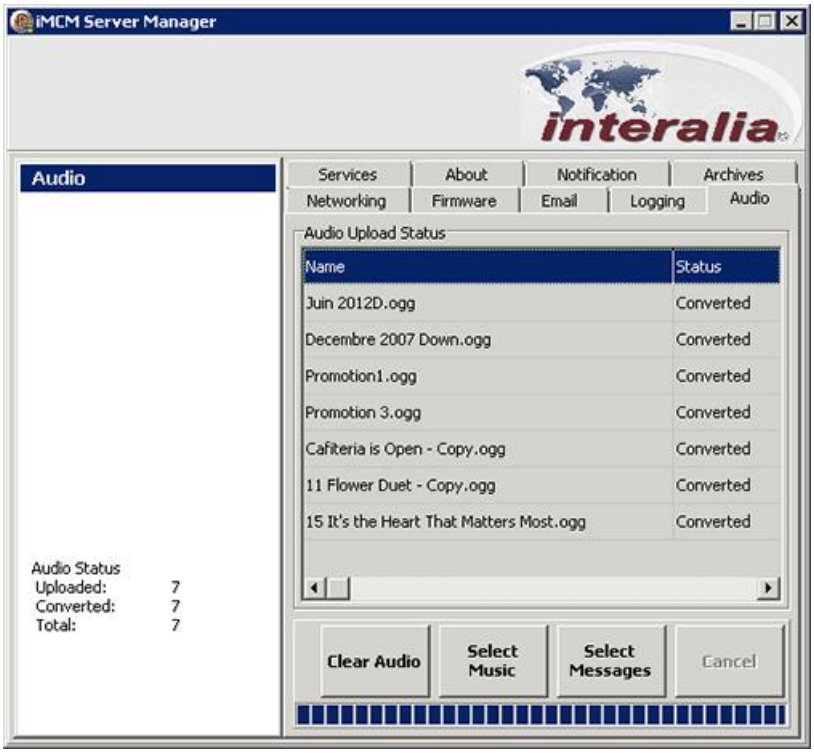
In This Chapter

- “Uploading Audio via the Service Manager”
- “Uploading Audio via the Configuration Server”
- “Updating Audio file via the iMCM Web Server/iMCM Configuration Server”

Uploading Audio via the Service Manager

To upload audio via the Service Manager:

1. Select the **Audio** tab.



2. Click **Select Music** (to upload music files) or **Select Messages** (to upload message files). Browse to the file(s) to Upload, and click **Open**.

   The files can be any of the following types:

   - **.OGG** — Ogg Vorbis audio
   - **.WAV** — Waveform Audio
   - **. MP3** — MPEG-1 or MPEG-2 Audio Layer III
   - **.AU** — Audio file (typically created on a Sun or Unix-based machine)
   - **.WMA** — Windows Media Audio

3. The **Audio Upload Status** list shows the status of each file's conversion to the file format used internally (.OGG).

Notes *Files uploaded here appear in the* **New Audio** *section of the treeview in the iMCM Web Server/iMCM Configuration Server. Use the* **Edit** *button to move them to the appropriate folders. (They will not be available to use in schedules until they are moved into the same folder as the schedule or a parent folder of the schedule.)*

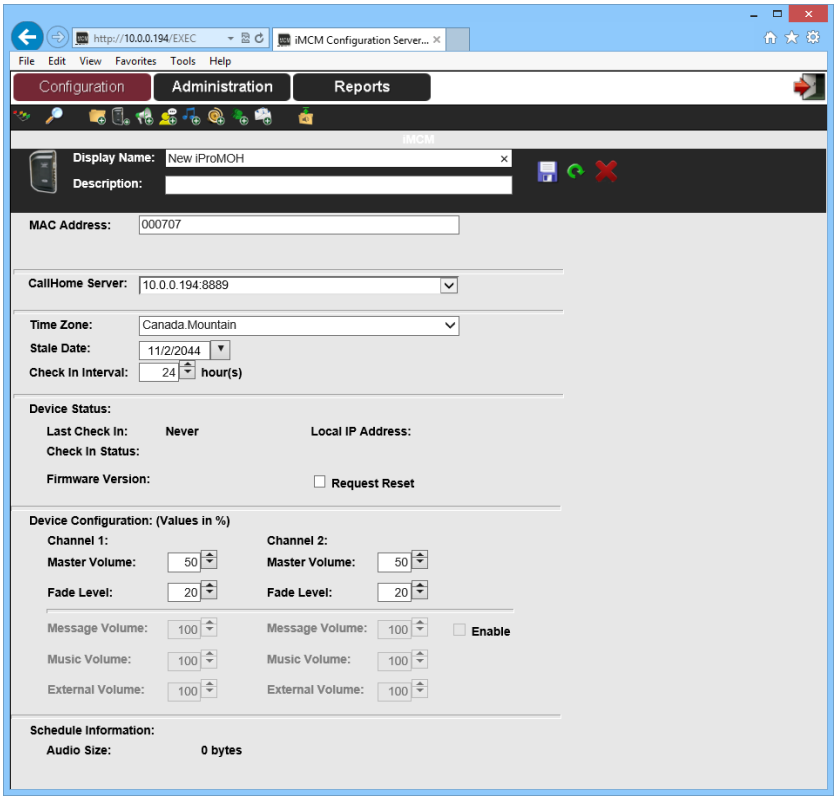
You cannot create folders under the **New Audio** *folder. It is just a repository for audio files uploaded via the Service Manager.*

If you accidentally choose **Select Music** *instead of* **Select Messages**, *or vice-versa, you can change the file's type later through the iMCM Web Server/iMCM Configuration Server.*

Uploading Audio via the iMCM Web Server/iMCM Configuration Server

To upload audio files via the iMCM Web Server/iMCM Configuration Server:

1. Select the folder where the audio files are to go.
2. Click the **Upload Audio** button



3. Click **Browse** to select the audio file(s) to upload.
4. Enter a **Display Name** and an optional **Description**.
5. Select the **Audio Type** (to determine if this is a music file or a message file).
6. Click the **Upload Selected Files** button .

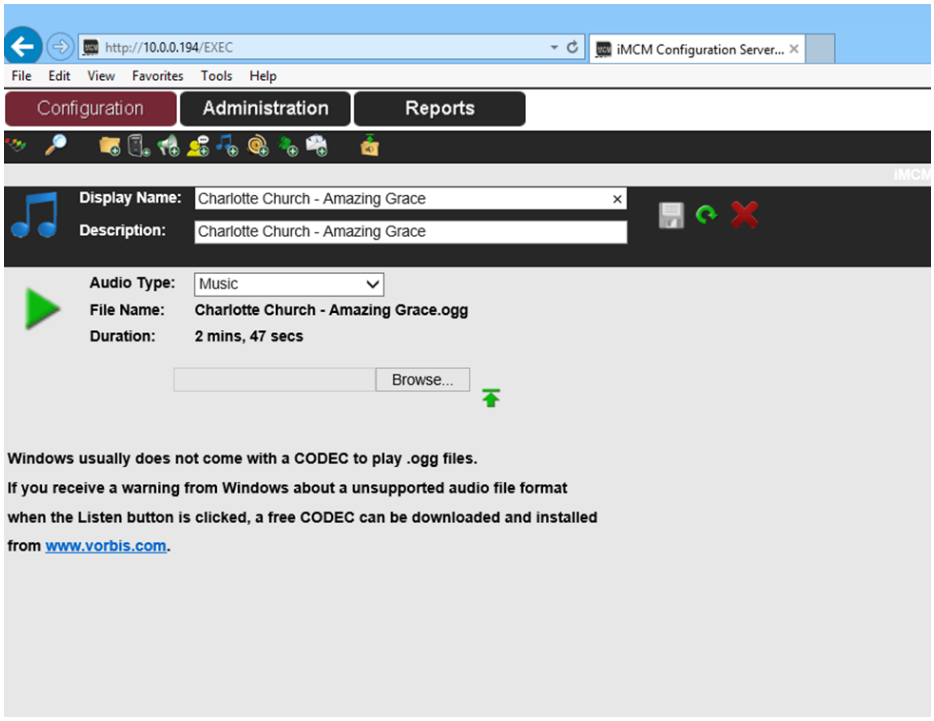
Note *You can only upload audio files if you have the correct user level privilege.* See Chapter 9, “Administration and User Accounts

---

Updating Audio files with existing name via iMCM Web Server/iMCM Configuration Server: (Re-import File Feature)

To update audio files with existing name: This is also an iMCM's new feature called "Re-import file"

1. Double click the **Music or Message file** from the Tree View
2. It will show the following page (Example shown as for Music)


http://10.0.0.194/EXEC
iMCM Configuration Server...
File Edit View Favorites Tools Help
Configuration
Administration
Reports
Display Name:
Charlotte Church - Amazing Grace
Description:
Charlotte Church - Amazing Grace
Audio Type:
Music
File Name:
Charlotte Church - Amazing Grace.ogg
Duration:
2 mins, 47 secs
Browse...
Windows usually does not come with a CODEC to play .ogg files.
If you receive a warning from Windows about a unsupported audio file format
when the Listen button is clicked, a free CODEC can be downloaded and installed
from www.vorbis.com.

2. Select **Browse button** to browse and select a new file with the same name.
3. To upload select upload icon.
4. The new file replaces the existing file with the same name. This allows you to utilize the existing schedule with new content.
5. When the iProMOH next checks in , it will update with the new file.

CHAPTER 6 | *Creating Schedules*

This chapter describes how to schedule messages and music

In This Chapter

- “Schedule Overview”
- “Override Priorities”
- “Common Use Cases”
- “Creating a New Message Schedule”
- “Creating a New Priority Message Schedule”
- “Creating a New Music Schedule”
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  - “Adding Audio to the Store Folder”
  - “Creating a Regular Message Schedule”
  - “Creating a Regular Music Schedule”
  - “Creating an External Music in Schedule”
  - “Viewing the Schedule”
  - “Adding a Sub-Folder for a Different Location”
  - “Adding a Location-Specific Regular Message Schedule”
  - “Adding a Location-Specific Priority Message Schedule”
  - “Viewing the Location-Specific Schedule”
  - “Creating a New Supercede Schedule”
  - “Viewing the Schedule”

Schedule Overview

The iMCM enables you to schedule:

- Music (either from music files or the external licensed audio input)
- Messages

There is an inherent priority for schedules. The following illustrates the priorities, from highest to lowest:

- Priority Message Schedule :
  - The priority messages take precedence over the regular messages, but if a regular message is playing when a priority message is scheduled, the regular message will be allowed to finish before the priority message starts. For example, you might have a regular set of schedules that play during the day, and a priority “the store is closing in 15 minutes” message that plays at a specific time.
- Message Schedule:
  - When messages play, the music automatically fades down. The music fades back up when the message has finished.
- Music Schedule:
  - Music schedules using music files take precedence over schedules using the external input.
- External Music Schedule:
  - External Music Schedule has the lowest priority among all schedules.
  - If both Music and External Music schedules are enabled at the same time, the Music schedule will play.

Override Priorities

There are also three override priorities of schedules:

The Override priorities are applicable between the same type of schedules (Such as, Priority Message Schedule or Message Schedule or Music Schedule) and within the same folder. These priorities do not apply between different types of schedules and folders.

- **SuperCede** — schedule takes precedence over both Neutral and Ceded schedules. For example: you might create one of these schedules for a holiday. (Highest Priority)
- **Neutral** — schedule is played normally. For example: you might set this schedule as the default for every day of the year.
- **Cede** —schedule has lower priority than Neutral schedules. For example: you might create one of these schedules for background music in off-hours when maintenance staff is on premises. (Lowest Priority)

Common Use Cases

Some examples of typical schedules are:

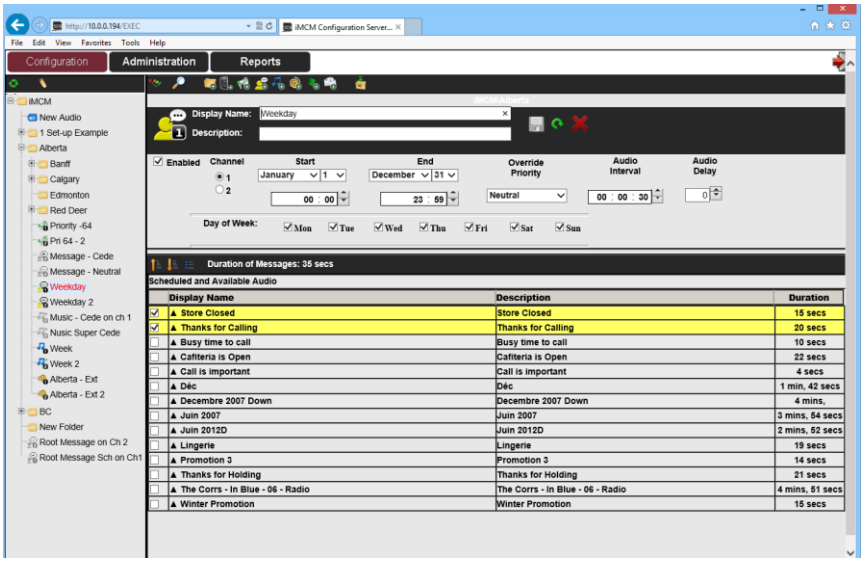
- A Music-on-hold system plays background music 24 hours a day, 7 days a week. Periodically, messages play over the music.
- A store plays music over a public address system. Messages play during the hours the store is open. Some messages are common to all days, and some are specific to particular days of the week. Shortly before closing, an announcement tells customers the store is closing.
- A Company has two regions and three stores in each region. Each store has different hours. Each store has its own iProMOH. There are some messages that are common to all stores, some that are common to the region, and some that are specific to the store.

For examples of some typical schedules, and how to set them up, see “Other Examples” .

Creating a New Message Schedule

To create a new message schedule:

1. In the treeview, select the folder where you want the schedule to be placed.
2. Click the **New Message Schedule** button .



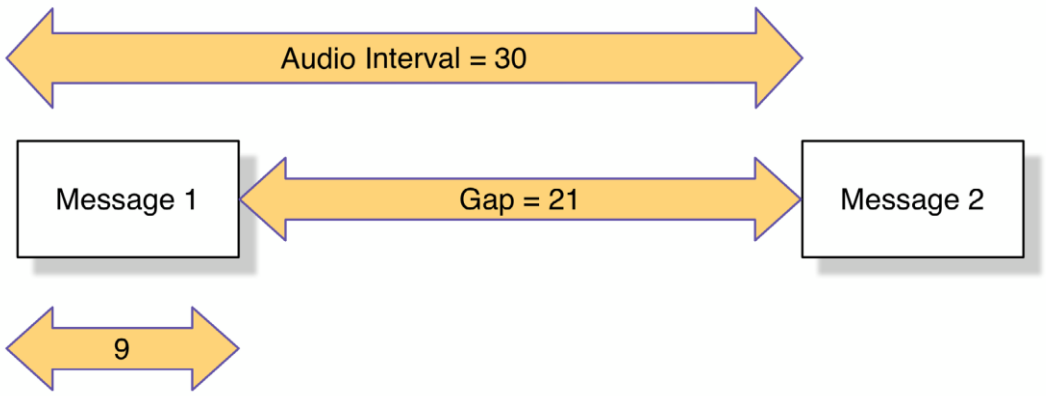
3. Configure the following information:
   - **Enabled** — whether this schedule should be currently enabled or not.

     This feature allows you to create schedules in advance, and then enable them when the promotion starts.

     Disabling a schedule allows you to keep a schedule inactive without having to delete it, which is useful for schedules that only run during certain times of the year.
   - **Channel** — whether this schedule should play on channel 1 or 2 of the iProMOH.
   - **Start** and **End** — the dates and times this schedule should run.
   - **Override Priority** — whether this schedule should override other schedules See “Override Priorities”.
   - **Audio Interval** — the time (hh:mm:ss) between the start of one message and the start of the next.

     For example, if the first message is 9 seconds long, and the audio interval is 30 seconds, there will be a gap of 21 seconds from the end of the first message and the start of the next.
   - **Audio Delay** — interval between the end of the first message and start of the second message.

     This interval time is a constant time between messages. In order to use this functionality, the Audio interval must be set to 10 seconds. Then set the Audio Delay between 5 and 60 seconds.



   - **Days of Week** — days this schedule will play.

4. In the **Scheduled and Available Audio** list, select the messages that will be played during this schedule.

   The list shown is available message files for this location in the treeview.

   You can use the **Move Item Up** or **Move Item Down** buttons to rearrange the order of messages. This affects the order in which they are played.

   You can use the **Select/Deselect All Items** button to quickly select or deselect all messages in the list.

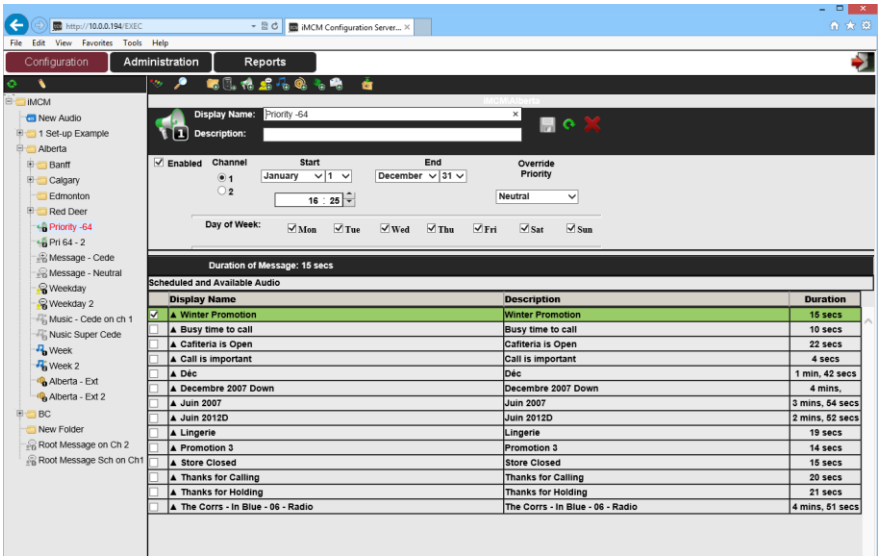
5. Click the **Save** button to save the configuration or the **Reload** button to refresh the screen.

6. Click the **Close** button to close the form.

Creating a New Priority Message Schedule

To create a new priority message schedule:

1. From the treeview, select the folder where you want the schedule to be placed.
2. Click the **New Priority Message Schedule** button.



3. Configure the following information:
   - **Enabled** — whether this schedule should be currently enabled or not.

     This feature allows you to create schedules in advance, and then enable them when the promotion starts.

     Disabling a schedule allows you to keep a schedule inactive without having to delete it, which is useful for schedules that only run during certain times of the year.
   - **Channel** — whether this schedule should play on channel 1 or 2 of the iProMOH.
   - **Start and End Date** — dates this schedule should run.
   - **Start Time** — specific time when the message will play.

- **Override Priority** — whether this schedule should override other priority message schedules within the same folder See “Override Priorities”.
- **Days of Week** — days this schedule will play.

4. In the **Scheduled and Available Audio** list, check the messages that should be played during this schedule.

   The list shown is available message files for this location in the treeview.

   You can use the **Move Item Up** or **Move Item Down** buttons to rearrange the order of messages. This affects the order they are played.

   You can use the **Select/Deselect All Items** button to quickly select or deselect all messages in the list.

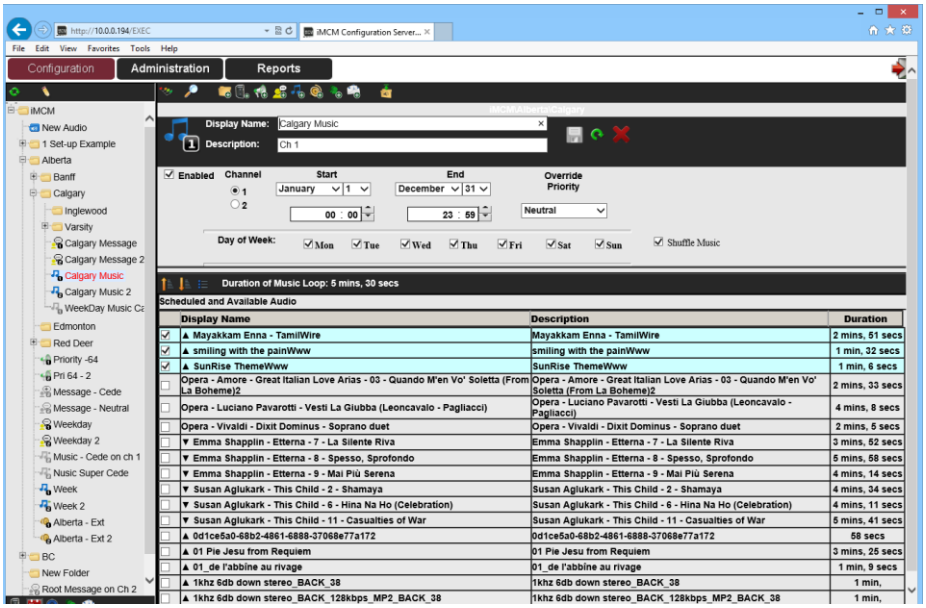
5. Click the **Save** button to save the configuration or the **Reload** button to refresh the screen.

6. Click the **Close** button to close the form.

Creating a New Music Schedule

To create a new music schedule:

1. In the treeview, select the folder where you want the schedule to be placed.
2. Click the **New Music Schedule** button in the toolbar .
3. Configure the schedule information similarly to the way message schedules are configured. (See “Creating a New Message Schedule”)



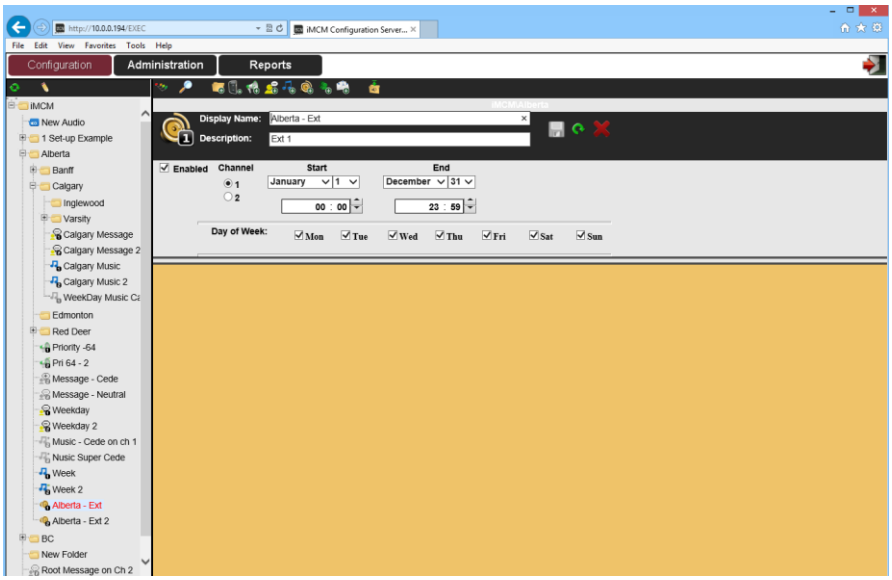
The list shown is available music files for this location in the treeview.

4. The **Shuffle Feature** will shuffle the order of the playlist. (By Default – disabled).

Creating a New External Music Schedule

To create a new external music schedule:

1. In the treeview, select the folder where you want the schedule to be placed.
2. Click the **New External Music Schedule** button in the toolbar .
3. Configure the schedule information similarly to the way message schedules are configured. (See “Creating a New Message Schedule”)



Since this is an External Music Schedule, there are no music files available to schedule.

Note *The external music feed has to be connected to the physical iProMOH device.*

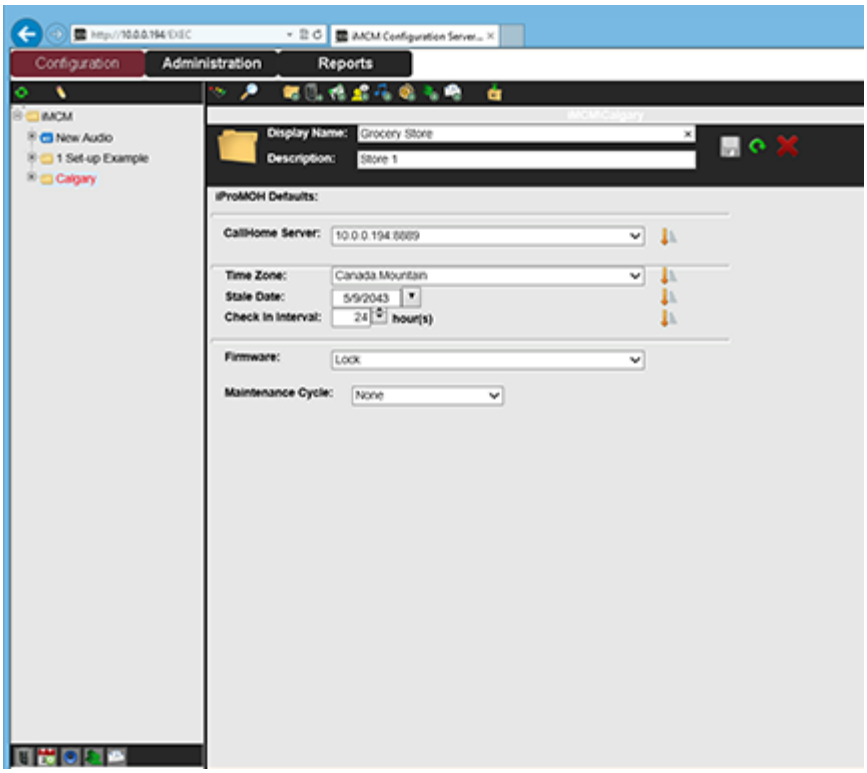
Other Examples

This section walks through the process of creating some sample schedules.

Creating a Store Folder

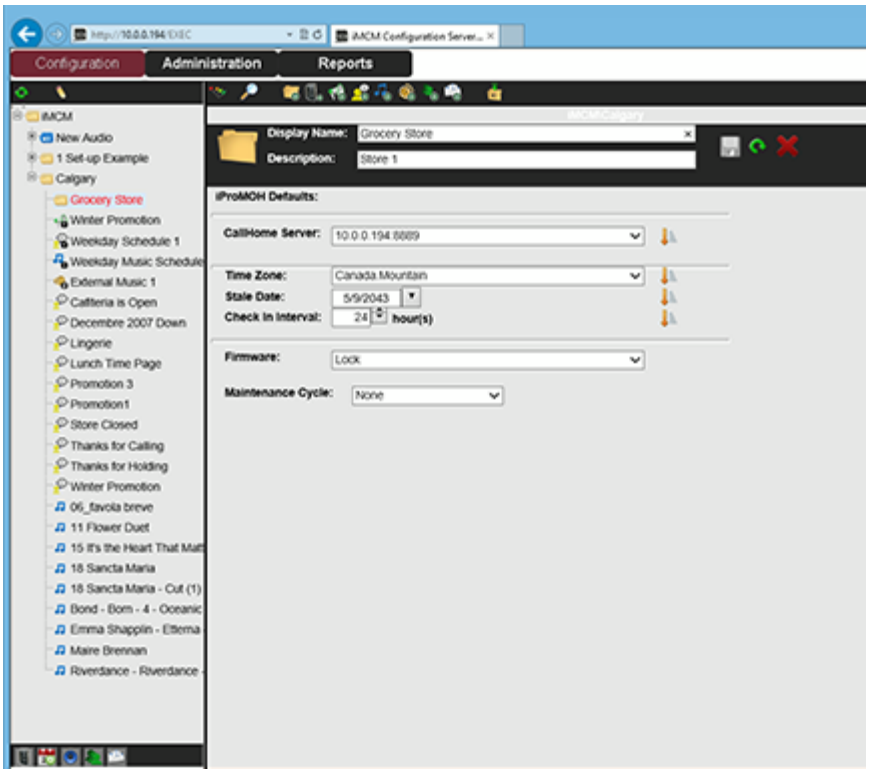
Create a folder in the treeview for our chain of stores in **Calgary**.

1. Click the Configuration tab.
2. If the treeview on the left is not currently being shown, click the **Show/Hide Tree Data** button .
3. In the treeview, select the iMCM folder.
4. Click the **New Folder** icon .



5. Set **Display Name** - Grocery Store.
6. Optionally, add a **Description** - Store 1
7. Leave the other settings set to the defaults.
8. Click the **Save** button.

The new folder appears in the treeview.



Adding Audio to the Store Folder

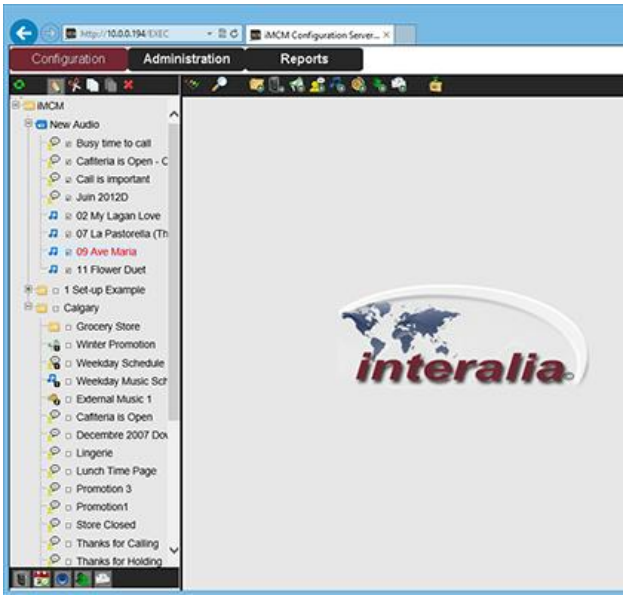
Use the Service Manager to upload some audio files, as described in Chapter 5, “Uploading and Updating Media files”.

After uploading, the audio is listed under the New Audio folder in the treeview. These need to be copied to the Grocery Store folder before they can be scheduled.

Note *The lower left corner of the screen contains a panel of button that can be used to hide or show items in the treeview. For this tutorial make sure they are all selected (so they show all items).*

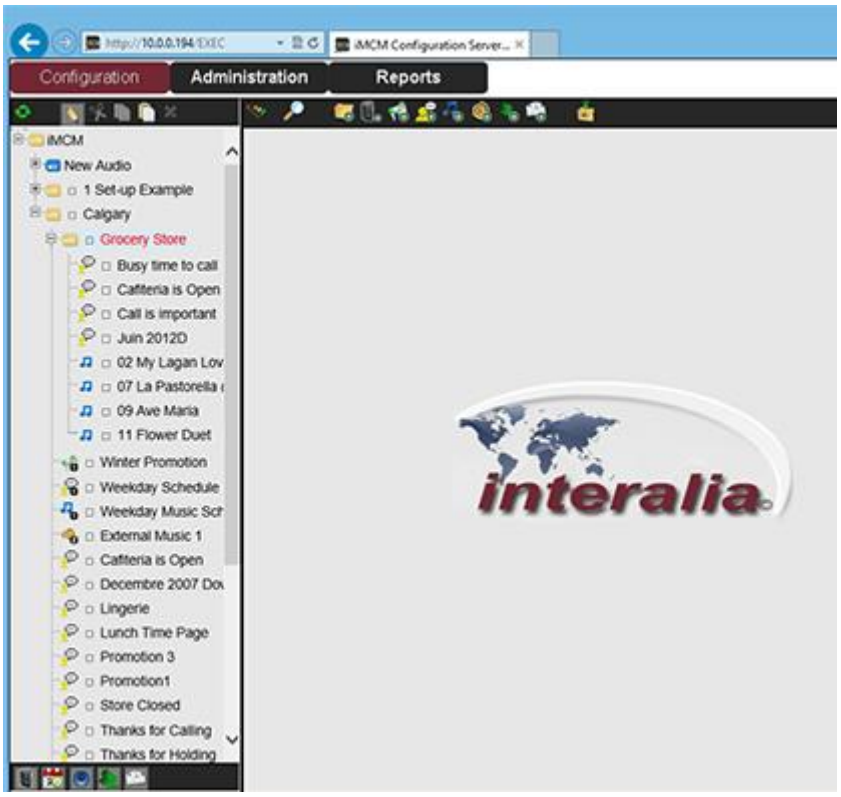
1. Click the **Toggle Edit Mode** button .
2. Click the **New Audio** folder to expand it.

   While the iMCM Web Server/iMCM Configuration Server is in edit mode, checkboxes appear beside the items in the tree.



3. Select required items in the **New Audio** folder.
4. Select the **Copy Checked Items** button .
5. Select the Grocery Store folder in the treeview.
6. Select the **Paste Checked Items** button .

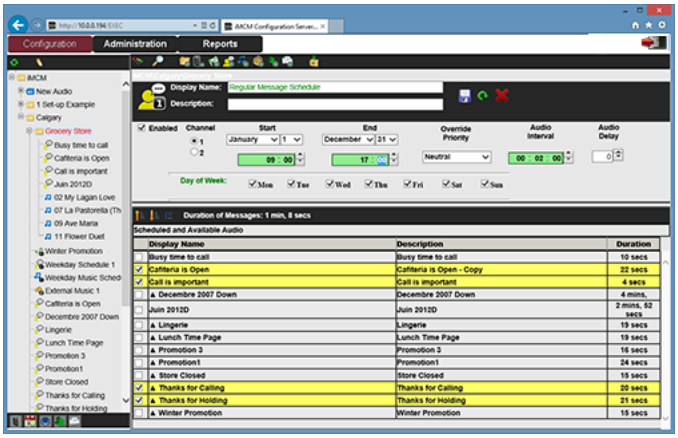
7. The audio now appears in the Grocery Store folder.



Creating a Regular Message Schedule

To create a message schedule that will play messages during the day while the stores are open.

1. Click the **New Message Schedule** button .

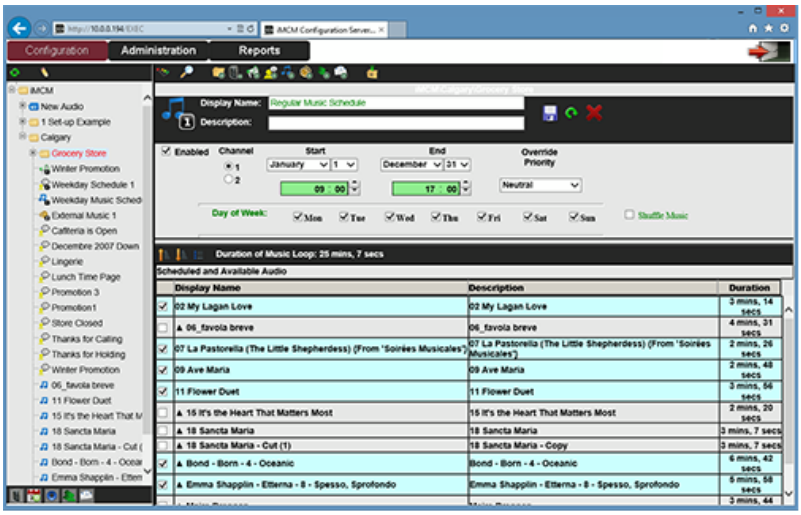


2. Set the **Display Name** to Regular Message Schedule.
3. Set the **Start time** to 09:00 and the **End time** to 17:00.
4. Set the **Audio Interval** to 00:02:00.
5. Select all the days of the week.
6. Select the messages to play.
7. Click the **Save** button .

Creating a Regular Music Schedule

To create a schedule to play music files while the stores are open.

1. Click the **New Music Schedule** button .

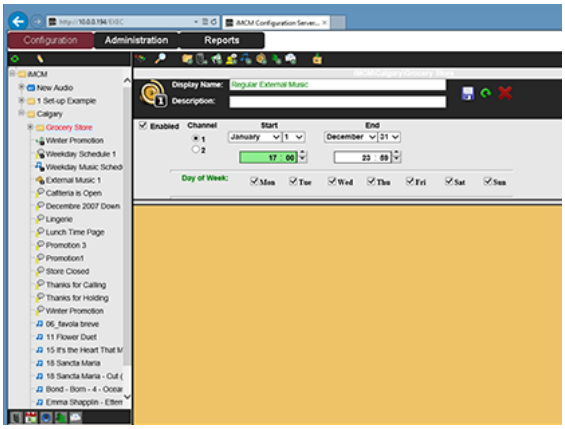


2. Set the **Display Name** to Regular Music Schedule.
3. Set the **Start time** to 09:00 and the **End time** to 17:00.
4. Leave **Override Priority** set to Neutral.
5. Select all the days of the week.
6. Click the **Save** button .

Creating an External Music Schedule

To create an external music schedule after-hours. (Licensed)

1. Click the **New External Music In** button .

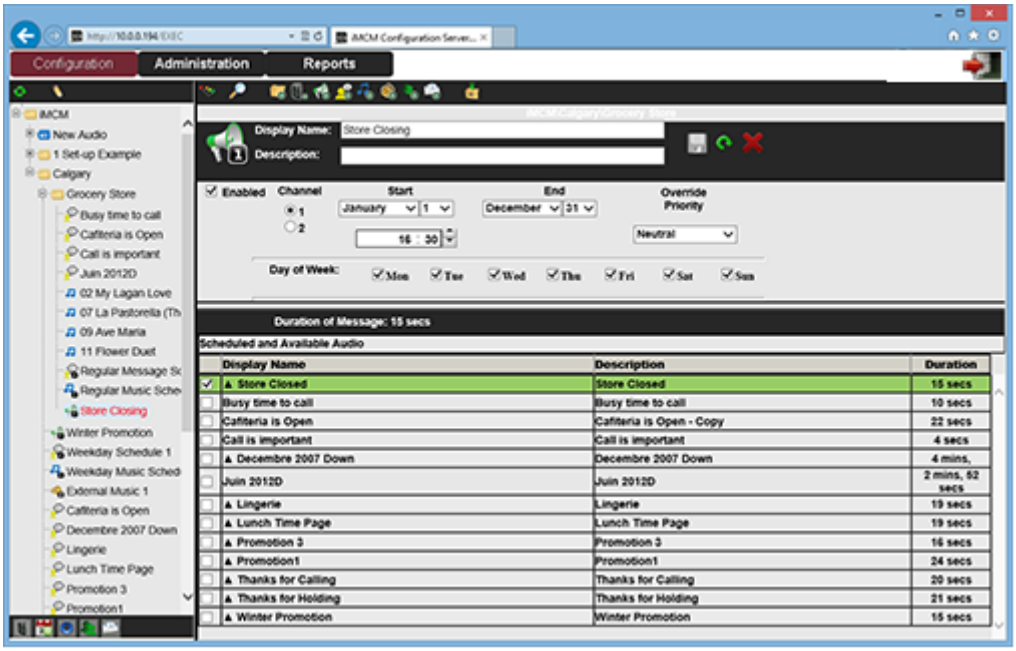


2. Set the **Display Name** to Regular External Music In Schedule.
3. Set the **Start time** to 17:00 and the **End time** to 23:59.
4. Select all the days of the week.
5. Click the **Save** button .

Creating a Priority Message Schedule

Create a schedule to play a message at a fixed time.

1. Click the **New Priority Message Schedule** button .



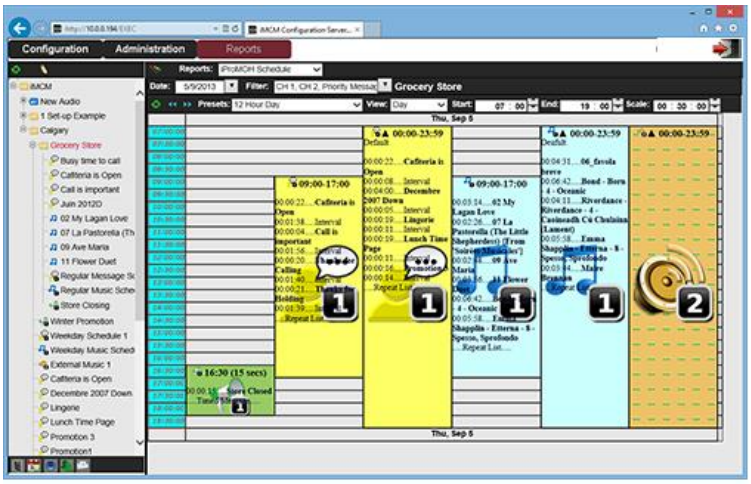
2. Set the **Display Name** to Store Closing.
3. Set the **Start time** to 16:30.
4. Select all the days of the week.
5. Leave **Override Priority** set to Neutral.
6. Select the Store is closed message file.
7. Click the **Save** button.

Viewing the Schedule

To view the schedule:

1. Click the **Reports** tab.
2. In **Reports**, select **iProMOH Schedule**.
3. In **Presets**, select **12 Hour Day**.
4. Set **Start** to 07:00 and End to 19:00.
5. Click **Refresh** button .

The report shows the schedule for a day.



Note *It shows all the schedules we have created so far. Schedules on the left have priority over schedules on the right.*

Adding a Sub-Folder for a Different Location

Now add a sub-folder for a store location that will have slightly different schedules.

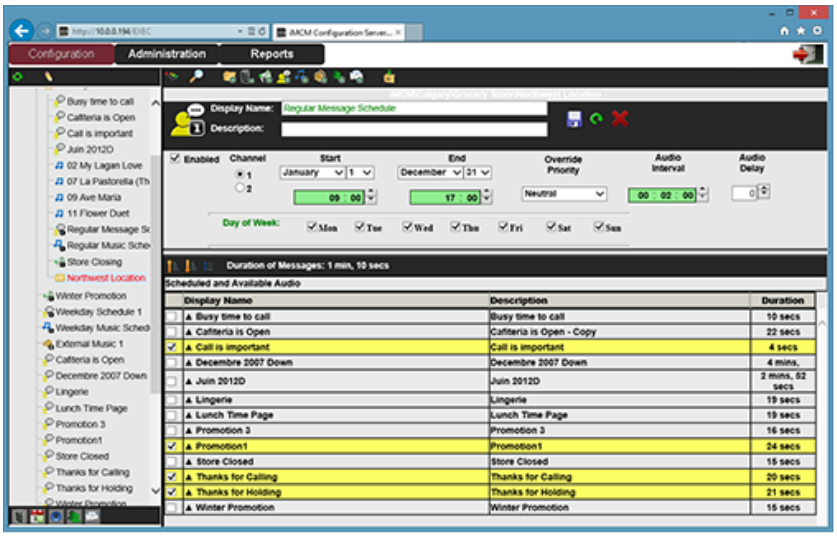
The iMCM's inheritance means that this location will automatically inherit items from the parent folder but also enable us to add and override specific schedules we want to change for this location only.

1. Click the **Configuration** tab.
2. In the treeview, select the Grocery Store folder.
3. Click the **New Folder** button .
4. Set **Display Name** to Northwest Location.
5. Leave the other settings set to the defaults.
6. Click the **Save** button .

Adding a Location-Specific Regular Message Schedule

To add a regular message schedule to the Northwest Location folder:

1. In the treeview, select the Northwest Location folder.
2. Click the **New Message Schedule** button .



3. Set the **Display Name** to Regular Message Schedule.

Note *This is the same name that we used for the message schedule in the Grocery Store folder.*

---

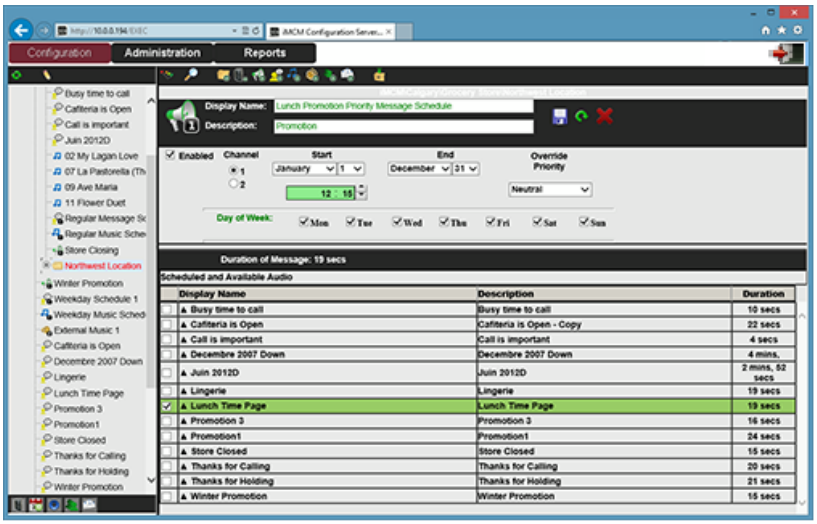
4. Set the **Start time** to 09:00 and the **End time** to 17:00.
5. Set the **Audio Interval** to 02:00.
6. Select all the days of the week.
7. Select the messages to play.
8. Click the **Save** button .
9. Click **OK**.

Note *This schedule has exactly the same name as the schedule in the parent folder, so it will override it.*

Adding a Location-Specific Priority Message Schedule

To add a priority message schedule that will only play in this location:

1. In the treeview, select the Northwest Location folder.
2. Click the **New Priority Message Schedule** button.



3. Set the **Display Name** to Lunch Promotion Priority Message Schedule.
4. Set the **Start time** to 12:15.
5. Select all the days of the week.
6. Select the Lunch Promotion message file.
7. Click the **Save** button .

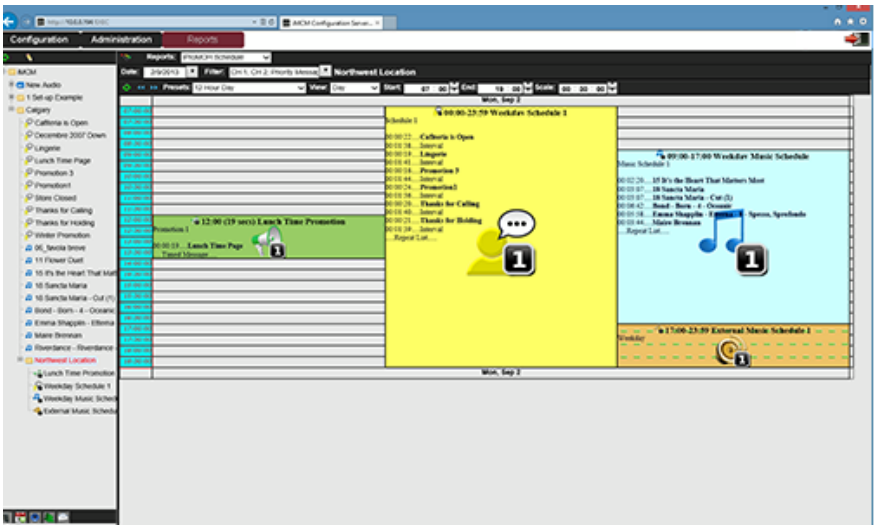
Note *This schedule name is different from any in the parent folder, so it will play in addition to the ones in the parent folder.*

Viewing the Location-Specific Schedule

To view schedule for this location:

1. Click the **Reports** tab.
2. In the treeview, select the Northwest Location folder.
3. In **Reports**, select iProMOH Schedule.
4. In **Presets**, select 12 Hour Day.
5. Set **Start** to 07:00 and **End** to 19:00.
6. Click the **Refresh** button .

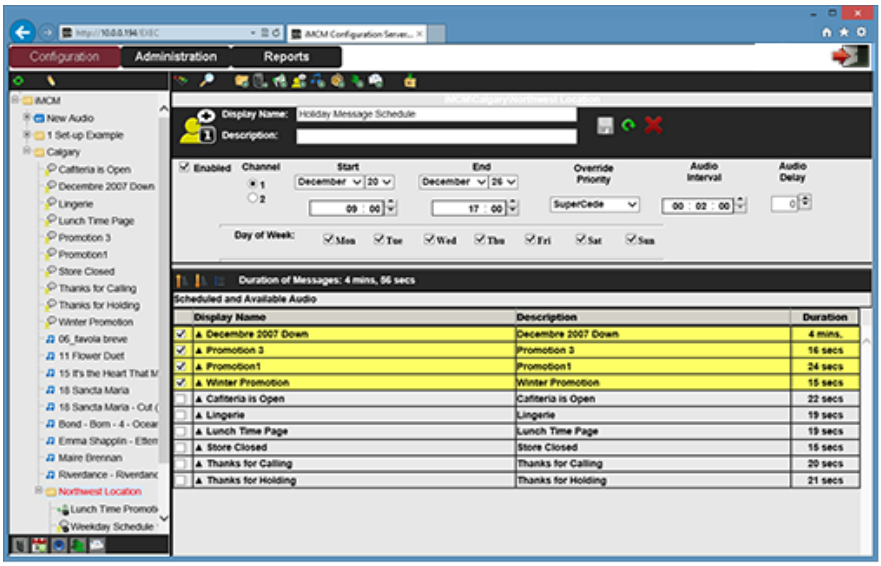
The report now shows the schedule for a day for this location.



Creating a New SuperCede Schedule

Create a schedule that will override the regular schedule for a specific date range.

1. In the treeview, select the Northwest Location folder.
2. Click the **New Message Schedule** button .



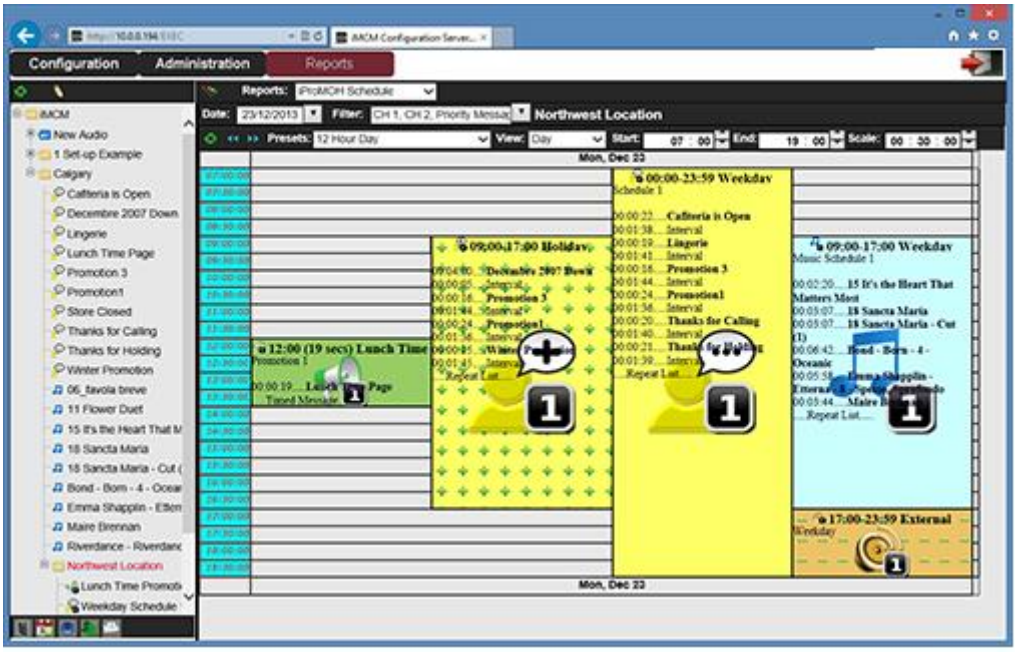
3. Set the **Display Name** to Holiday Message Schedule.
4. Set the **Start date** to December 20 and the **End date** to December 26.
5. Set the **Start time** to 09:00 and the **End time** to 17:00.
6. Set the **Override Priority** to SuperCede -this will override any schedules that have Neutral or Cede priority.
7. Set the **Audio Interval** to 00:02:00.
8. Select all the days of the week.
9. Select the audio files to play for holiday promotion.
10. Click the **Save** button .

Viewing the Schedule

To view the schedule for the holiday period:

1. Click the **Reports** tab.
2. In the treeview, select the Northwest Location folder.
3. In **Reports**, select iProMOH Schedule.
4. Set the **Date** to December 23.
5. In **Presets**, select 12 Hour Day.
6. Set **Start** to 07:00 and **End** to 19:00.
7. Click the **Refresh** button .

The report now shows the schedule for a day during the holiday period.



Note: The holiday schedule, with an override priority of SuperCede, has overridden the regular schedule.

Success Checkpoint

At this point, if you connect speakers to the iProMOH you should hear it playing the audio as per the schedules.

CHAPTER 7 | *Reports*

This chapter describes the types of reports in iMCM and how to view them.

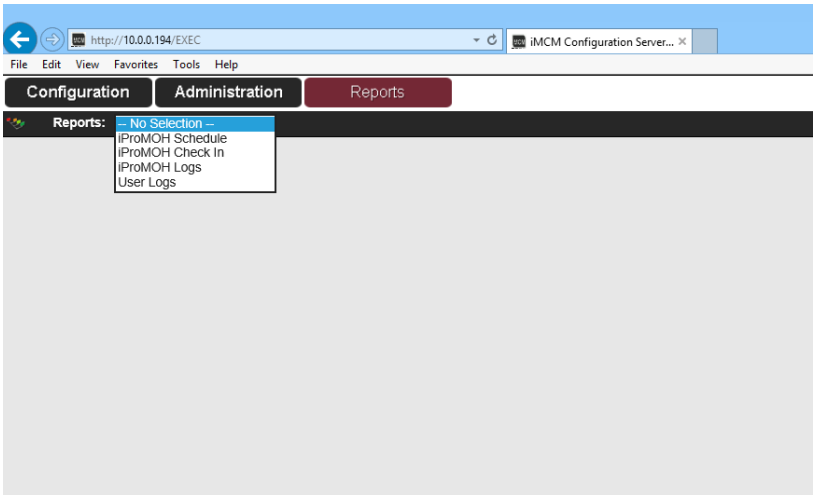
In This Chapter

- “Types of Reports and How to view them”

Reports in iMCM Web Server/iMCM Configuration Server

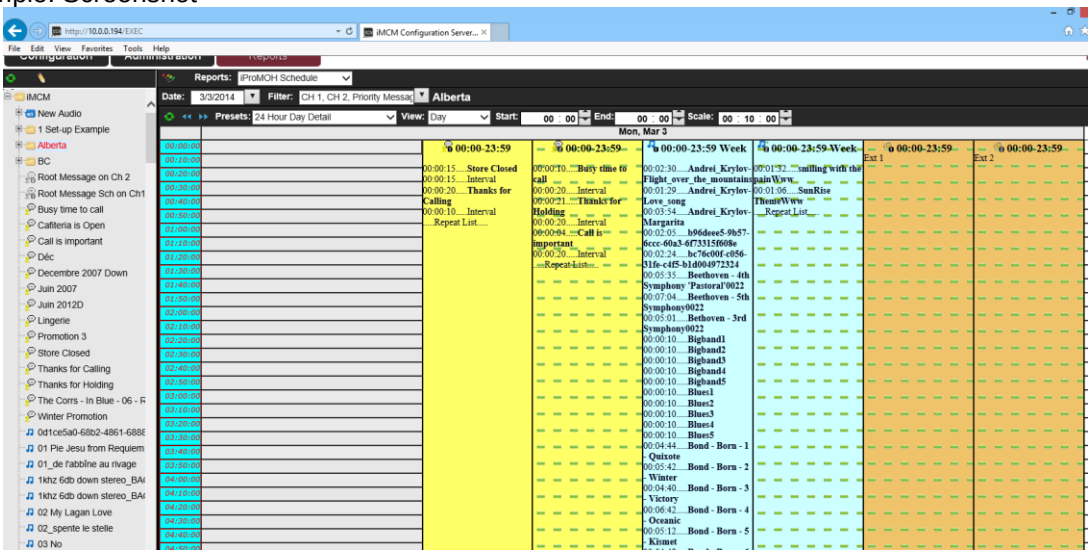
To view different types of reports:

1. Select **Reports Tab** on the iMCM Web Server/iMCM Configuration Server.
2. Select **Drop down box** from Reports field.



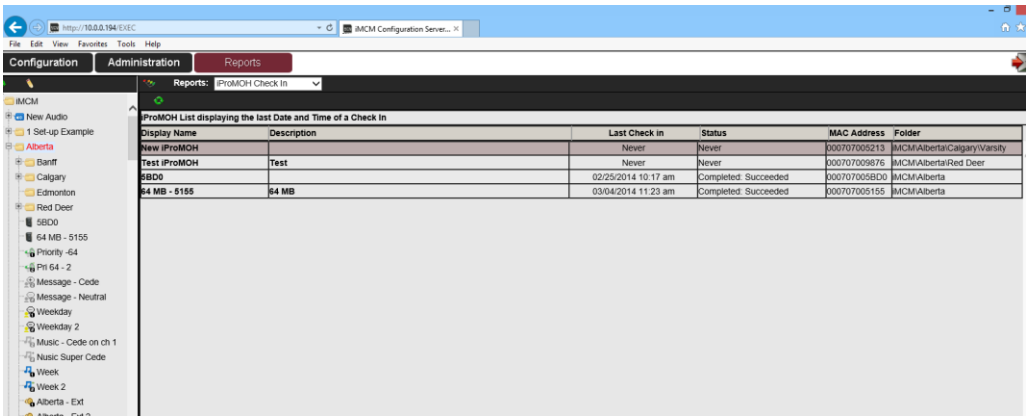
3. These reports are mainly used for troubleshooting purposes.
4. **iProMOH Schedule:**
   This is a detailed report of the schedule configuration for the **Alberta** folder. Utilize filters to view specific segments of the schedule.
   a. Select **iProMOH Schedule** from drop down list.
   b. Double click the **Alberta** folder from treeview. The iProMOH Schedule page displays the Schedule information.
   c. **Date**: view the schedule for selected date.
   d. **Filter**: filter by Ch1, Ch2, Priority Message, Music, Message and External Music In.
   e. **Presets**: filter by Week, day, 12 hour day, 1 hour, 15 min., 5 min. etc.
   f. **View**: view by Day or Week.
   g. **Start/End time**: view the schedule information between these times.
   h. **Scale**: it is used to display the schedule with selected time scale (eg. 5 min, 10 sec etc...)
   i. Select icon to view schedule for Previous and Next day/week.
   j. Select icon to generate a schedule when applying filters or changing a date.

Example: Screenshot



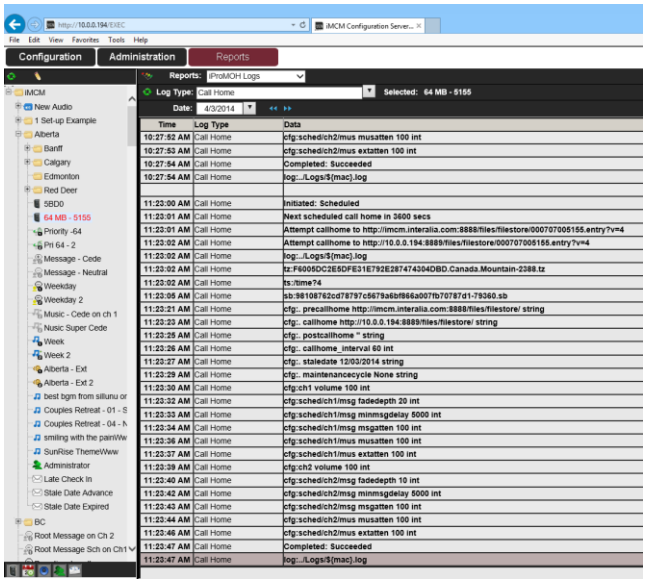
5. **iProMOH Check In**:
   This report will display the iProMOH check in information.
   a. Select **iProMOH Check In** from drop down list.
   b. Double click the **Alberta** folder from treeview.
   c. It will display the check in information for the iProMOHs which are located in that specific folder.

Example: Screenshot



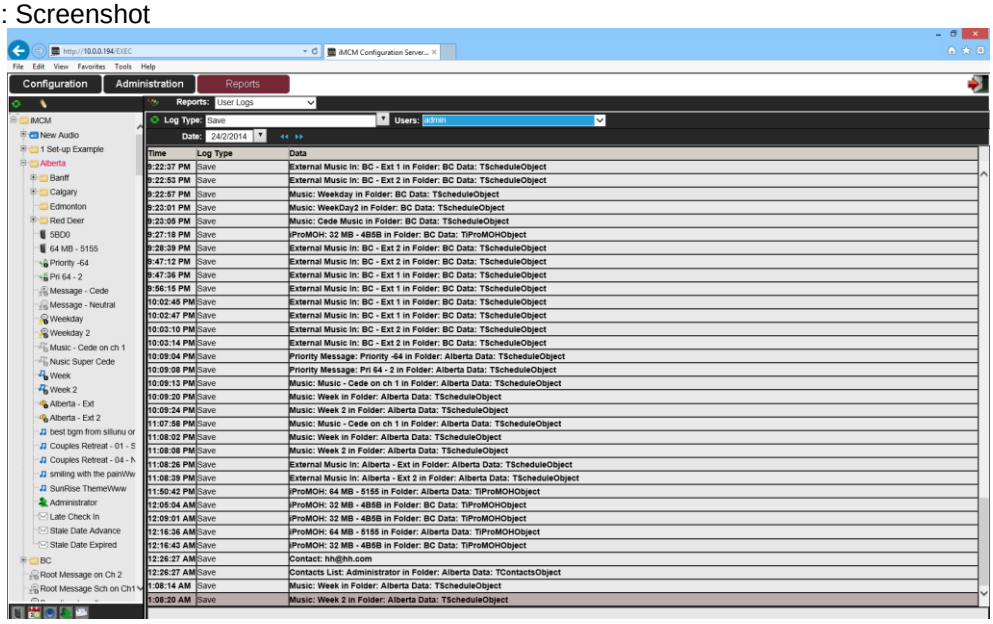
6. **iProMOH Logs**:
   This report will display the iProMOH logs and will update each time the iProMOH checks in. The logs are used for trouble shooting purposes.
   a. Select **iProMOH Logs** from drop down list.
   b. Double click a specific iProMOH from the treeview.
   c. The iProMOH Logs page displays logs for the selected iProMOH.
   d. **Log Type**: Select different log types from the drop down list.
   e. **Date**: Displays the logs a specific date.
   f. Select icon to view logs for Previous and Next day.
   g. Select icon to generate a log report, when applying filters or changing the date.

Example: Screenshot


Configuration
Administration
Reports
Reports: iProMOH Logs
Log Type: Call Home
Selected: 64 MB - 5155
Date: 4/3/2014
Time
Log Type
Data
10:27:52 AM Call Home cfg:sched/ch2/mus musatten 100 int
10:27:53 AM Call Home cfg:sched/ch2/mus extatten 100 int
10:27:54 AM Call Home Completed: Succeeded
10:27:54 AM Call Home log:../Logs/${mac}.log
11:23:00 AM Call Home Initiated: Scheduled
11:23:01 AM Call Home Next scheduled call home in 3600 secs
11:23:01 AM Call Home Attempt callhome to http://imcm.interalia.com:8888/files/filestore/000707005155.entry?v=4
11:23:02 AM Call Home Attempt callhome to http://10.0.0.194:8889/files/filestore/000707005155.entry?v=4
11:23:02 AM Call Home log:../Logs/${mac}.log
11:23:02 AM Call Home tz:F6005DC2E5DFE31E792E287474304DBD.Canada.Mountain-2388.tz
11:23:02 AM Call Home ts:/time?4
11:23:05 AM Call Home sb:98108762cd78797c5679a6bf866a007fb70787d1-79360.sb
11:23:21 AM Call Home cfg:. precallhome http://imcm.interalia.com:8888/files/filestore/ string
11:23:23 AM Call Home cfg:. callhome http://10.0.0.194:8889/files/filestore/ string
11:23:25 AM Call Home cfg:. postcallhome '' string
11:23:26 AM Call Home cfg:. callhome_interval 60 int
11:23:27 AM Call Home cfg:. staledate 12/03/2014 string
11:23:29 AM Call Home cfg:. maintenancecycle None string
11:23:30 AM Call Home cfg:ch1 volume 100 int
11:23:32 AM Call Home cfg:sched/ch1/msg fadedepth 20 int
11:23:33 AM Call Home cfg:sched/ch1/msg minmsgdelay 5000 int
11:23:34 AM Call Home cfg:sched/ch1/msg msgatten 100 int
11:23:36 AM Call Home cfg:sched/ch1/mus musatten 100 int
11:23:37 AM Call Home cfg:sched/ch1/mus extatten 100 int
11:23:39 AM Call Home cfg:ch2 volume 100 int
11:23:40 AM Call Home cfg:sched/ch2/msg fadedepth 10 int
11:23:42 AM Call Home cfg:sched/ch2/msg minmsgdelay 5000 int
11:23:43 AM Call Home cfg:sched/ch2/msg msgatten 100 int
11:23:44 AM Call Home cfg:sched/ch2/mus musatten 100 int
11:23:46 AM Call Home cfg:sched/ch2/mus extatten 100 int
11:23:47 AM Call Home Completed: Succeeded
11:23:47 AM Call Home log:../Logs/${mac}.log

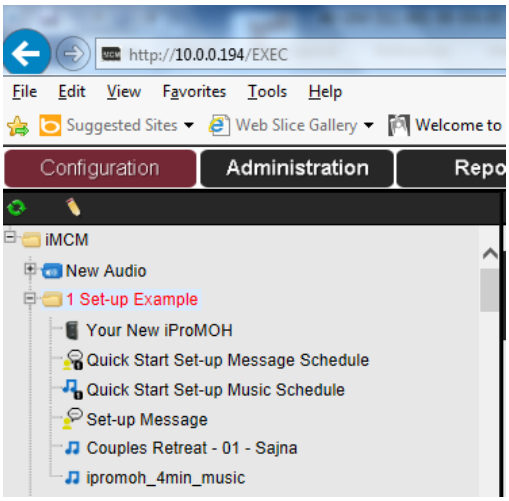
7. **User Logs:**
   The User Logs will display the information about user activities in the iMCM Web Server/iMCM Configuration Server.
   a. Select **User Logs** from the drop down list.
   b. Double click the **Alberta** folder from the treeview.
   c. **Log Type**: Select different log types from the drop down list to view the specific types of logs.
   d. **Date**: It will display the logs for a specific date.
   e. Select icon to view the logs for Previous and Next day.
   f. Select icon to generate a log report, when applying filters or changing a date.
   g. **Users**: Displays logs for specific users (Only admin can view the logs for all the users).

Example: Screenshot


Configuration
Administration
Reports
Reports: User Logs
Log Type: Save
Users: admin
Date: 24/2/2014
Time Log Type Data
9:22:37 PM Save External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject
9:22:53 PM Save External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject
9:22:57 PM Save Music: Weekday in Folder: BC Data: TScheduleObject
9:23:01 PM Save Music: WeekDay2 in Folder: BC Data: TScheduleObject
9:23:05 PM Save Music: Cede Music in Folder: BC Data: TScheduleObject
9:27:18 PM Save iProMOH: 32 MB - 4B5B in Folder: BC Data: TiProMOHObject
9:28:39 PM Save External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject
9:47:12 PM Save External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject
9:47:36 PM Save External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject
9:56:15 PM Save External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject
10:02:45 PM Save External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject
10:02:47 PM Save External Music In: BC - Ext 1 in Folder: BC Data: TScheduleObject
10:03:10 PM Save External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject
10:03:14 PM Save External Music In: BC - Ext 2 in Folder: BC Data: TScheduleObject
10:09:04 PM Save Priority Message: Priority -64 in Folder: Alberta Data: TScheduleObject
10:09:08 PM Save Priority Message: Pri 64 - 2 in Folder: Alberta Data: TScheduleObject
10:09:13 PM Save Music: Music - Cede on ch 1 in Folder: Alberta Data: TScheduleObject
10:09:20 PM Save Music: Week in Folder: Alberta Data: TScheduleObject
10:09:24 PM Save Music: Week 2 in Folder: Alberta Data: TScheduleObject
11:07:58 PM Save Music: Music - Cede on ch 1 in Folder: Alberta Data: TScheduleObject
11:08:02 PM Save Music: Week in Folder: Alberta Data: TScheduleObject
11:08:08 PM Save Music: Week 2 in Folder: Alberta Data: TScheduleObject
11:08:26 PM Save External Music In: Alberta - Ext in Folder: Alberta Data: TScheduleObject
11:08:39 PM Save External Music In: Alberta - Ext 2 in Folder: Alberta Data: TScheduleObject
11:50:42 PM Save iProMOH: 64 MB - 5155 in Folder: Alberta Data: TiProMOHObject
12:05:04 AM Save iProMOH: 32 MB - 4B5B in Folder: BC Data: TiProMOHObject
12:09:01 AM Save iProMOH: 32 MB - 4B5B in Folder: BC Data: TiProMOHObject
12:16:36 AM Save iProMOH: 64 MB - 5155 in Folder: Alberta Data: TiProMOHObject
12:16:43 AM Save iProMOH: 32 MB - 4B5B in Folder: BC Data: TiProMOHObject
12:26:27 AM Save Contact: hh@hh.com
12:26:27 AM Save Contacts List: Administrator in Folder: Alberta Data: TContactsObject
1:08:14 AM Save Music: Week in Folder: Alberta Data: TScheduleObject
1:08:20 AM Save Music: Week 2 in Folder: Alberta Data: TScheduleObject

1 Set-up Example

Sample audio files and schedules are already configured in the 1Set-up Example folder.



CHAPTER 8 | *Contacts and Notifications*

This chapter describes how to configure contacts and notifications.

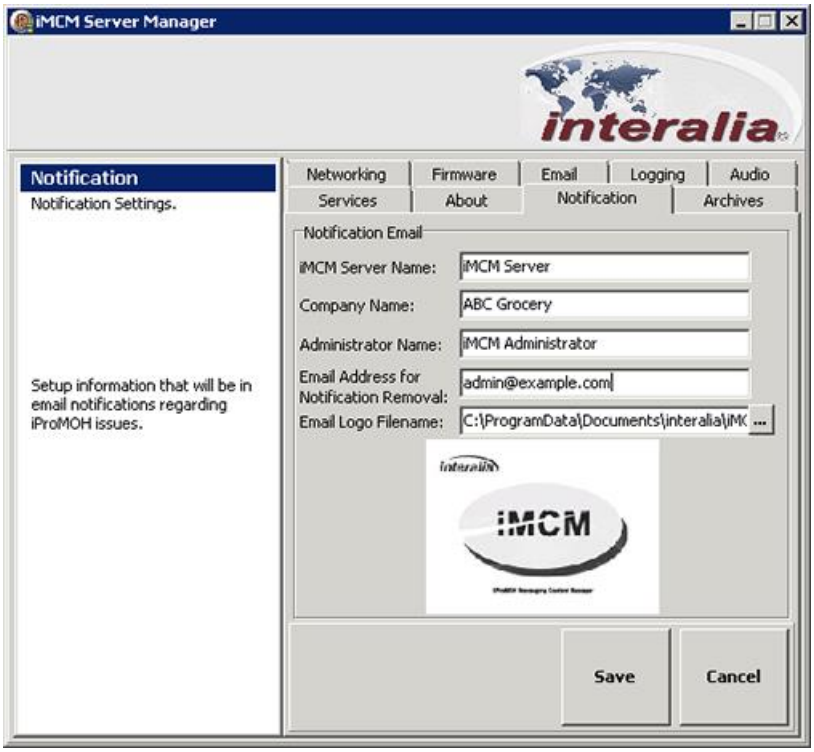
In This Chapter

- “Configuring Notification Settings”
- “Creating Contacts Lists”
- “Creating Notifications”

Configuring Notification Settings

To configure the notification settings:

1. In the Service Manager, select the **Notification** tab.



2. Configure the following settings:

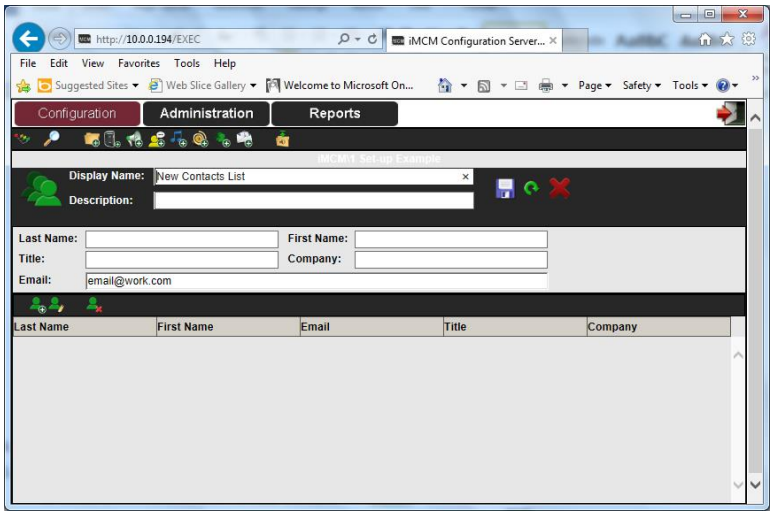
Setting	Function
iMCM Server Name	The name of the iMCM server, used to identify which server is sending the notification.
Company Name	The company name, used to identify the company which is operating the iMCM server.
Administrator Name	The administrator name, as seen in the notifications.
Email Address for Notification Removal	The email address that recipients can reply to be removed from notifications.
Email Logo Filename	The logo to attach to notifications. -must be an Icon type file and 32 x 32, 64 x 64, or 128 x 128 bits.

3. Click **Save** to save the settings, or **Cancel** to discard changes.

Creating Contacts Lists

To create a list of contacts:

1. Open the iMCM Web Server/iMCM Configuration Server.
2. In the treeview, select the folder to assign contacts.
3. Click the **New Contacts List** button in the toolbar .

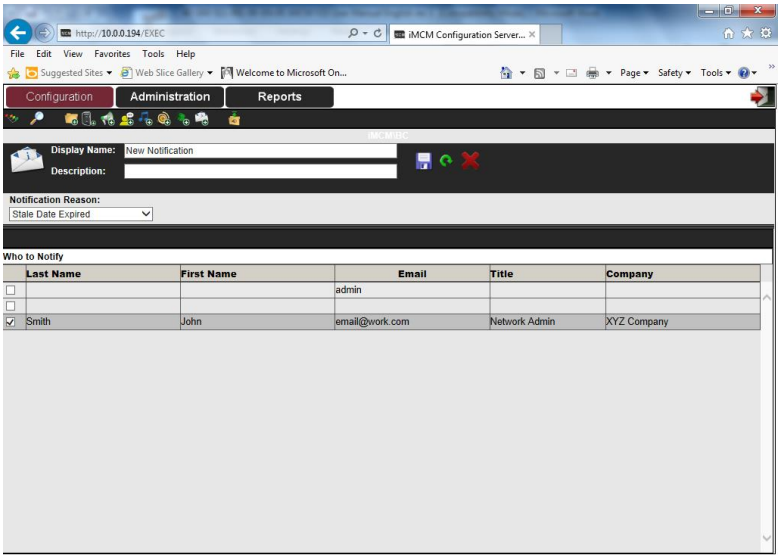


4. Enter a **Display Name** and optional **Description**.
5. Use the buttons above the list of contacts.
   - To create a new contact, click the **Add Contact** button.
   - To edit a new contact, select the user in the list and click the **Edit Contact** button.
   - To delete a contact, select the user in the list and click the **Delete Contact** button.
6. For each user, configure the following information:
   - **Last Name** - contact's last name.
   - **First Name** - contact's first name.
   - **Title** - contact's title.
   - **Company** - contact's company.
   - **Email** - contact's email address.
7. Click the Save button to save the changes or the Reload button to refresh the screen.
8. Click the Close button to close the page.

Creating Notifications

To create a notification:

1. Open the Configuration Server.
2. Click the **New Notification** button .



3. Configure the following information:
   - **Display Name** - name that will be shown in the treeview.
   - **Description -** optional description.
   - **Notification Reason** - types of notification:
     - **Stale Date Advance** - advance email notification of the stale date.
     - **Stale Date Expired** - notification email is sent when the stale date is reached.
     - **Late Check In** - iProMOH did not check in on the set interval.

       Use the **Grace Period** setting to determine how many minutes should elapse before the notification is given. For example: If the late check in is set up for 30 min. then an email will be sent after **Check Interval** time plus the 30 minute grace period has passed.
4. Select the people who should receive the notification by selecting their names in the **Who to Notify** list.
5. Click the Save button to save the configuration or the Reload button to refresh the screen.
6. Click the Close button to close the page.

CHAPTER 9 | *Administration and User Accounts*

You can create different user accounts on the Configuration Server to give different users varying levels of permissions.

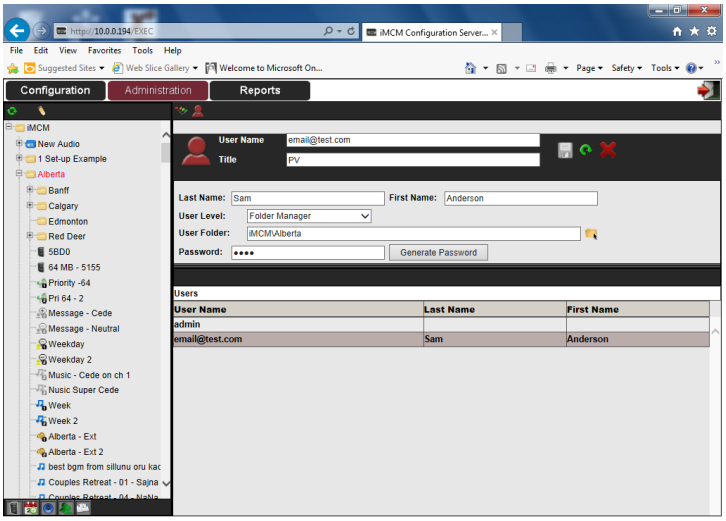
In This Chapter

- “Using the Administration Tab”
    - “User Levels”

Using the Administration Tab

To edit or create a user account:

1. On the iMCM Server/iMCM Configuration Server, click the **Administration** tab.
2. To create a new user, click the Add User button .
3. To edit an existing user, select the user in the list and click the **Edit User** button .



4. Configure the following information:
   - **User Name** - user's email address. This is what they will use to log in with.
   - **Title** - user's title.
   - **Last Name** - user's last name.
   - **First Name** - user's first name.
   - **User Level** - user's privilege level. See "User Levels".
   - **User Folder** - folder the user is restricted to. See "User Levels".
   - **Password** - enter password or select **Generate Password** to have a password generated automatically and emailed to the user.
5. Click the **Save** button to save the changes or the **Reload** button to refresh the screen.
6. Click the **Close** button to close the page.

User Levels

There are five different user levels.

User Level	Privilege
Administrator	The highest level of access. Has access to iMCM Service Manager, can create users, and can access all features.

User Level	Privilege
Content Manager	Is assigned as the Manager of a Folder and all folders and files within that folder. • Can create and edit files and folders, view all reports as well as upload music files at the iMCM Web server level. • Cannot enable Maintenance cycle and view Request Reset feature. • Cannot view User Logs for other users. • Cannot view other folders other than assigned folder. • Cannot view other Users information from Admin page.
Folder Manager	Is assigned as the Manager of a Folder and all folders and files within that folder. • Cannot edit sensitive parameters of iProMOH units (such as CallHome Address, Time Zone, Stale Date, Check in Time and Fade Level). • Can edit attenuation Parameters if it is already enabled. • Can create new folders but cannot edit settings. • Can view all reports. • Cannot upload audio files.
End User	Is assigned as a user at a specific folder level (and all folders within that folder). • Can create and modify schedules with available audio files, enable and disable schedules, and view reports. • Cannot add additional audio files. • Does not have access to advanced editing (copy, paste, delete).
Reports Only	Has read-only access. • Can only see schedule reports and has no editing capabilities.

The following table details exactly what each level can and cannot do.

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
Device Properties					
Edit Device Server	✗	✗	✗	✓	✓
Edit Time Zone	✗	✗	✗	✓	✓
Edit Firmware	✗	✗	✗	✓	✓
Edit Stale Date	✗	✗	✗	✓	✓
Edit Check in Interval	✗	✗	✗	✓	✓
Create iProMOHs	✗	✗	✓	✓	✓
Edit iProMOH Volume	✗	✗	✓	✓	✓
Edit iProMOH Attenuation Parameters	✗	✗	✓	✓	✓
Edit iProMOH Fade Level	✗	✗	✗	✓	✓

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
Audio Properties					
Upload Audio Files	✗	✗	✗	✓	✓
Administrator Properties					
Add Users	✗	✗	✗	✗	✓
Delete Users	✗	✗	✗	✗	✓
Edit Other Users	✗	✗	✗	✗	✓
View Admin Page	✗	✓	✓	✓	✓
Folders					
View New Audio Folder	✗	✗	✗	✗	✓
Create Folders	✗	✗	✓	✓	✓
Edit Root Folder (i.e. IMCM Folder)	✗	✗	✗	✗	✓
Edit Folder Tree (i.e. use pencil icon)	✗	✗	✓	✓	✓
Restricted Folder View	✓	✓	✓	✓	✗
Schedules					
Edit Schedules	✗	✓	✓	✓	✓
Create Schedules	✗	✓	✓	✓	✓
Enable Disabled Schedules	✗	✓	✓	✓	✓
Contact Lists					
Create Contact Lists	✗	✓	✓	✓	✓
Notifications					
Create Notifications	✗	✓	✓	✓	✓
Reports					
View Schedule Report	✓	✓	✓	✓	✓

Ability	Reports Only	End User	Folder Manager	Content Manager	Administrator
View Check in Report	✗	✓	✓	✓	✓
View iProMOH Logs	✗	✓	✓	✓	✓
View User Logs	✓	✓	✓	✓	✓
View User Logs for all Users	✗	✗	✗	✗	✓
View Report Page	✓	✓	✓	✓	✓
Configuration					
View Configuration Page	✗	✓	✓	✓	✓

Note *Some items will be hidden in the user interface if the user does not have sufficient privileges to use them.*

CHAPTER 10 | *Archiving and Logging*

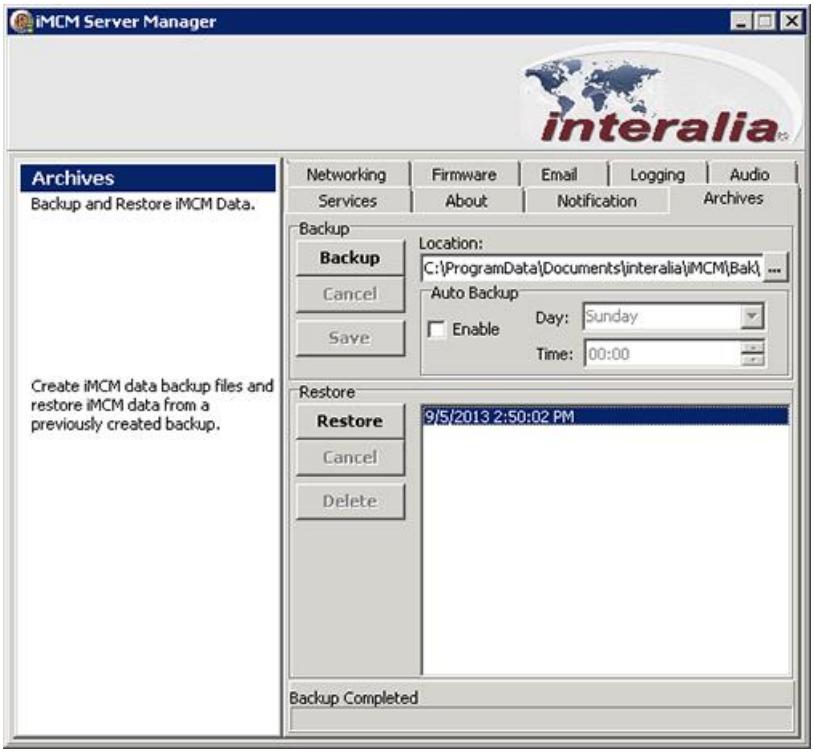
This chapter describes how to use the Service Manager to configure archiving and logging.

In This Chapter

- “Archiving”
- “Configuring Logging Settings”

Archiving

The **Archives** tab is used to create and restore a backup of all your music files, message files, and configurations.



Creating a backup file manually

Create a backup:

1. Select the Location where the archive should be saved.
2. Click **Backup**.

If you want to cancel the backup, click cancel.

Creating a backup file automatically

Automatically create a backup:

1. Select **Enable** in the **Auto Backup** section.
2. Select the **Day** and **Time** for the backup to be made.
3. Click **Save**.

Restoring a backup file

Restore a backup:

1. Select the backup file in the list.
2. Click **Restore**.

Note *This feature should only be used, if your PC crashes and all files are lost*

Deleting a backup file

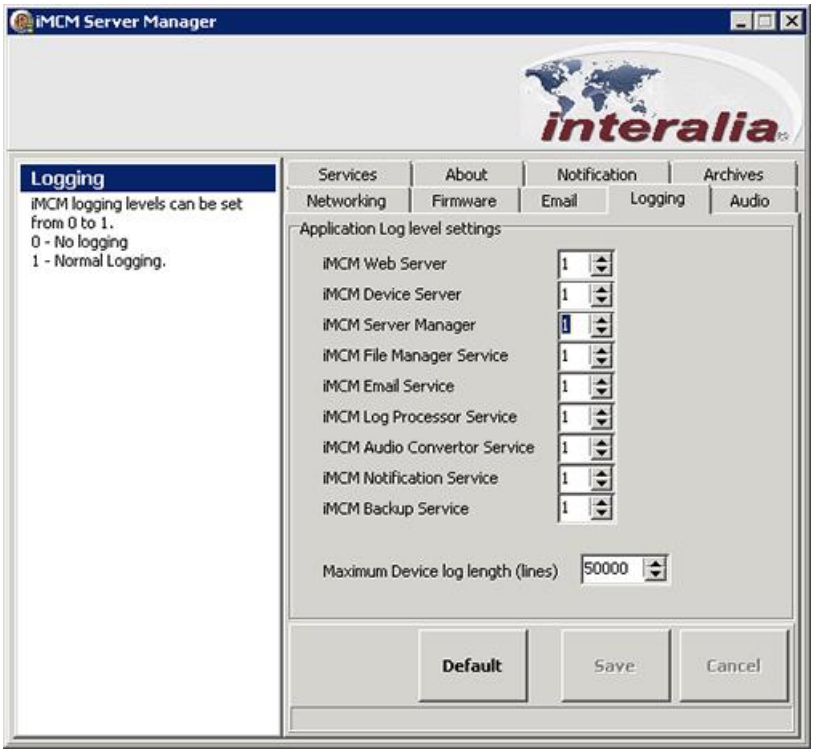
Delete a backup:

1. Select a backup file in the list.
2. Click **Delete**.

Configuring Logging Settings

The iMCM Server can save logs of various services. (The logs are only for use by Interalia Technical Support.)

1. Select the **Logging** tab.



2. For each service, set the logging level to either 0 or 1.
   - 1 enables logging and 0 turns it off.
   - Maximum Device Log Length (lines) – Maximum number of logs (lines) created

---

Note *The maximum number of lines is 100,000*

---

3. Click **Save** to save the settings, **Cancel** to discard changes, or **Default** to revert to the default settings.

CHAPTER 11 | *Updates*

This chapter describes how to update iProMOH firmware and iMCM.

Note *For information on available updates, please check http://interalia.ipower.com/firmware/*

In This Chapter

- “Uploading New iProMOH Firmware”
- “Deploying Firmware”
- “Updating iMCM”

Uploading New iProMOH Firmware

To upload new firmware for the iProMOH:

1. In the Service Manager, select the **Firmware** tab.

2. Click **Install Firmware**.
3. Browse to an iProMOH Firmware file (.XMF) and click Open.

Note *Install the firmware on the iMCM Service Manager. The deployment of the firmware is managed through the iMCM Web Server/iMCM Configuration Server. See Deploying Firmware below.*

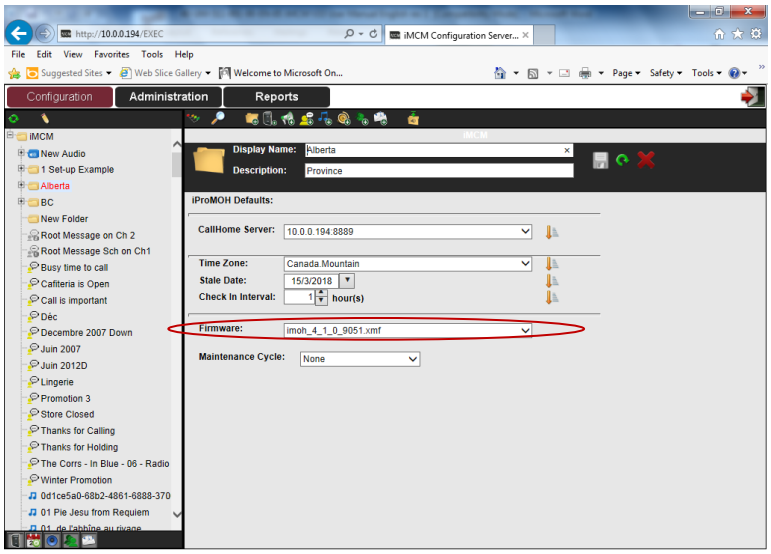
If you need to remove a firmware version from iMCM Service Manager:

4. Select the firmware upgrade in the **Installed Firmware** list.
5. Click **Remove Firmware**.

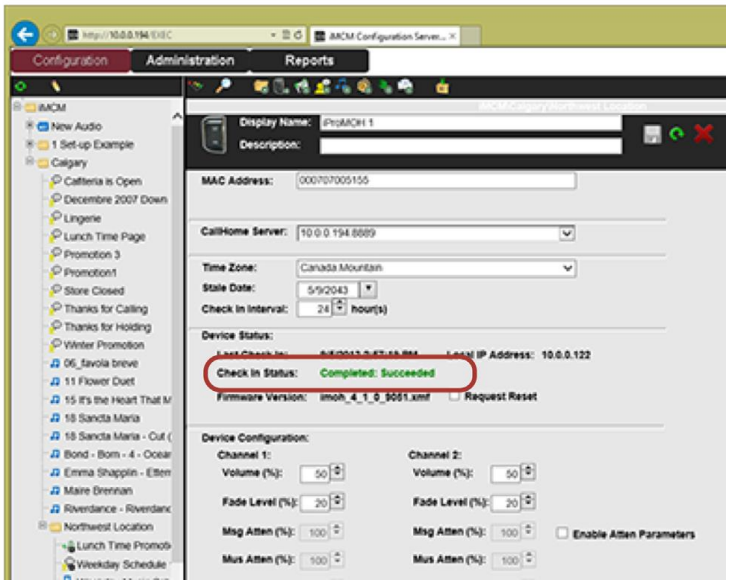
Deploying Firmware

To deploy the new firmware to iProMOHs:

1. In a web browser, open the iMCM Web Server/iMCM Configuration Server.
2. Select the folder which contains the iProMOH to be updated
3. In the **Firmware** list, select the firmware to be deployed.



The iProMOH firmware update will occur on the next call home. To verify the update, check the device status (firmware version) on the iProMOH page on iMCM Web Server/iMCM Configuration Server.



Updating iMCM

To update iMCM, uninstall the old version first and then install the new version.

- Choose Start > Programs > Interalia > iMCM > Uninstall iMCM.

This will not delete settings or uploaded audio files.

After installing the new version, make sure all the services are re-started.

Appendix A | *Notes*

This appendix provides a place to record important information about your system.

Item	IP Address	Port
Device Server - external address		
Device Server - local address		
Configuration Server		

iProMOH Location	MAC Address	Serial Number

Appendix B | *Other Ways To Locate iProMOHs*

By default, an iProMOH is set to obtain its IP address dynamically (via DHCP) so its address is unpredictable. There are several methods you can use to find its IP address and configure it.

Chapter 4, “iProMOH Setup and Configuration” lists the recommended methods. This appendix lists alternative methods that can be used.

In This Appendix

- “Method One” - Using a Direct Ethernet Connection”
- “Method Two” - Finding the iProMOH on the Network”

APPENDIX B | Other Ways To Locate iProMOHs

Method One - Using a Direct Ethernet Connection

You can also connect via an Ethernet cable from your computer to the iProMOH.

1. Connect an Ethernet cable from your computer to the iProMOHs Ethernet port.
   - If your computer supports automatic crossover detection you can use a normal Ethernet cable.
   - If your computer does not support automatic crossover detection then you will need a crossover Ethernet cable.
2. Unplug the power cable from the iProMOH and then plug it back in.
3. Wait until the iProMOH has finished initializing (the status light on the back is no longer solid amber).

   This may take several minutes.
4. Access the Local Area Connection Properties:
   - On Windows 7:
     - Choose **Start** menu > **Control Panel** > **Network and Internet** > **Network Connections** > **Local Area Connection**.

5. Select the connection item:
   - On Windows 7:
     - Choose **Local Area Connection Properties** > **Internet Protocol Version 4 (TCP/ IPv4) Properties**.
6. Modify the IP address setting in the Internet Protocol Version 4 (TCP/IPv4) Properties:
   - On Windows 7:
     a. Select. **Use the following IP address**
     b. Enter the address: **192.168.1.3**
     c. Click **OK**.
7. Open a web browser and open the URL *http://192.168.1.2*

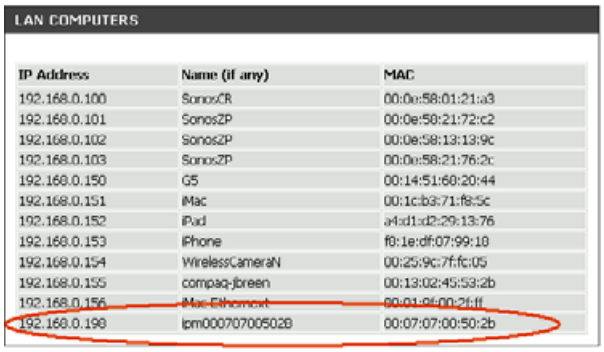
Note *An iProMOH that is not connected to a network will default to the known IP address 192.168.1.2 after a power cycle even though the Address Type is set to DHCP.*
This default iProMOH IP Address value is cleared whenever it is connected to a network and the device is set to DHCP mode.

---

8. Use the Installer Website Application web page to configure the iProMOH. See Chapter 4, “iProMOH Setup and Configuration”.
9. Close the web browser upon completion.
10. Modify the IP address back to the original setting in the Internet Protocol Version 4 (TCP/IPv4) Properties:
    - On Windows 7:
      a. Select **Obtain an IP address automatically**.
      b. Click **OK**.
11. Disconnect the iProMOH from the computer and reconnect it to the network.

Method Two - Finding the iProMOH on the Network

1. If the iProMOH is connected to the network you can find its IP address by looking for its MAC address in your firewall’s list of connected devices.

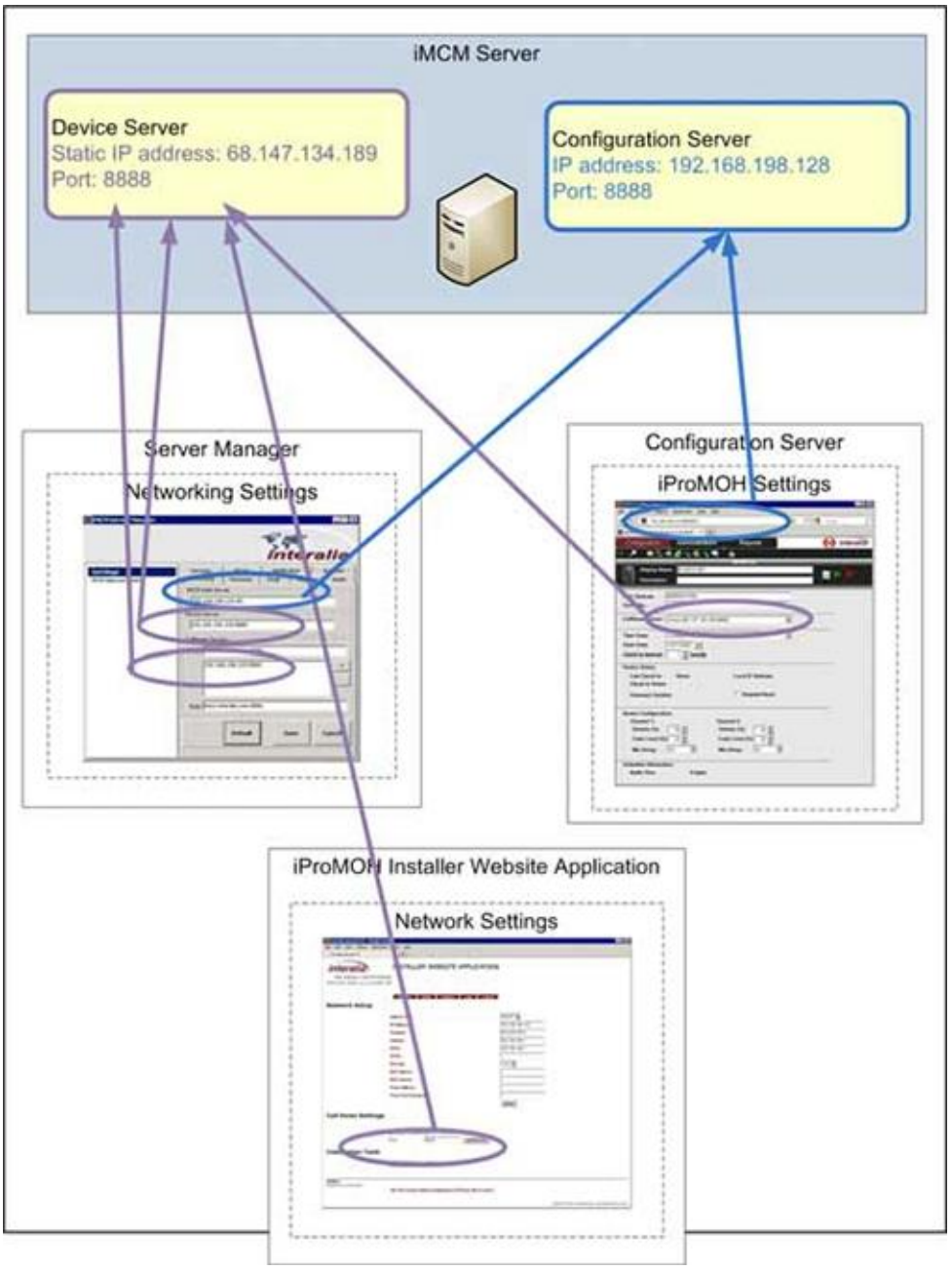


2. Use the Installer Website Application web page to configure the iProMOH. See Chapter 4, “iProMOH Setup and Configuration”.

Appendix C | *Summary of IP Addresses*

This appendix gives an example of the various IP addresses used in the iMCM system.

- The address and port of the **iMCM Web Server/iMCM Configuration Server** must match:
  - The **iMCM Server** setting in the Service Manager.
  - The URL used in the web browser to open the Configuration Server.
- The address and port of the **Device Server** must match:
  - The **Device Server** setting in the Service Manager.
  - The **CallHome** setting in the Service Manager.
  - The **CallHome** setting in the iProMOH settings in the Configuration Server.
  - The **CallHome Settings** in the iProMOH Installation Website application.


iMCM Server
Device Server
Static IP address: 68.147.134.189
Port: 8888
Configuration Server
IP address: 192.168.198.128
Port: 8888
Server Manager
Networking Settings
Configuration Server
iProMOH Settings
iProMOH Installer Website Application
Network Settings